

BEGPRODNO
BEGBATES
DATE
FBIDESC
FULLTEXT

: M-INT-00003811
: 265A-NY-280350-302-30777
= 09/11/2001
: THEODORE OLSON, SOLICITOR GENERAL, UNITED STATES OF
: FD-302 (Rev. 10-6-95)

- 1 -

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/11/2001

Theodore Olson, Solicitor General, United States of America, was interviewed at his residence, [REDACTED] Virginia. After being advised of the identity of the interviewing agents and the nature of the interview, Olson furnished the following information.

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Barbara Olson, Theodore's wife, was a passenger on American Flight # 77, departing Dulles Airport at approximately 8:10am or 8:30am this morning, bound for LAX Airport in Los Angeles, California.

At approximately 9:00am this morning, he did not look at his watch, one of the women in his office advised him of the terrorist attack at the World Trade Center WTC in New York. He went to his back office and turned on the television. At that time they were rerunning film of the second plane hitting the WTC.

At this time one of the women in his office told him that Barbara was on the phone. Helen Voss is his regular secretary. She did not relay the call from his wife. It was someone else in the office. At the time he was thanking God that her flight could not have had enough time to get to New York. He picked up the call from his wife and spoke for about one 1 minute. Barbara told him that her plane had been hijacked. She said they had knives and box cutters. He asked if they knew she was on the phone and she replied that they didn't. Barbara told him that they put the passengers in the back of the plane. She had been sitting in first class. Olson's call was then cut off.

After the first call, Olson used his direct line to the Attorney General, but was unable to reach him, so he called the DOJ Command Center and requested someone come to his office. He told them that his wife's plane had been hijacked and gave them the flight number. He wanted to pass this information to someone who could possibly do something.

Shortly after, the same person buzzed him again and said Barbara was on the phone again. Barbara was put through to him. Barbara said the pilot had announced that the plane had been

Investigation on 9/11/01 at Falls Church, Virginia

File # 265D-NY-280350-302

Date dictated

SSA [REDACTED]
by ASAC [REDACTED]

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265D-NY-280350-302

Continuation of FD-302 of Theodore Olson , On 9/11/01 , Page 2

hijacked. She asked Olson what she should tell the captain to do. Olson asked her for her location. She said they were over homes and asked someone else in the plane who said they were traveling North East. Olson told his wife that two planes had been hijacked and hit the WTC. Barbara did not seem panicked. This call was then cut off. She didn't manifest anything about a crash. Olson then went back to the television and learned of the crash at the Pentagon.

Barbara did not say anything to describe the hijackers, but did refer to them as "they". She told him "they" had knives and box cutters. She did not make any statements about the hijackers stabbing or slashing the passengers.

Barbara Olson's cell phone number is 202 365-5889. Olson doesn't know if the calls were made from her cell phone or the telephone on the plane. She always has her cell phone with her.

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BEGPRODNO
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DATE
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: M-INT-00005481
: 265A-NY-280350-302-32633
= 09/11/2001
: INTERVIEW OF HELEN VOSS
: FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/14/2001

Helen Voss, Special Assistant to the Solicitor General, United States of America, Department of Justice, Washington, D.C., work telephone number 202 [REDACTED] Date of Birth [REDACTED] was contacted telephonically at her residence through the DOJ Command Center at 202 514-5000. After being advised of the identity of the interviewing agent and the nature of the interview, Voss furnished the following information:

Earlier this morning Barbara Olson called the office two 2 times to speak with her husband Ted Olson. Lori Keyton was the secretary that took both of these calls. Voss believes that both calls were collect calls.

Lori Keyton called to Voss to relay to Ted Olson that Barbara Olson was on the phone. Keyton said that Barbara is on the line and she's in a panic. Ted Olson was watching the television coverage of the terrorist attack at the World Trade Center WTC. Ted Olson took the call and Voss heard him say, "hijacked!"

Ted Olson called the DOJ Command Center and asked for a security officer to come to his office. He thought the security officer would be able to talk to Barbara Olson if she called back. He relayed that his wife was on a hijacked plane. Ted Olson then came out of his office and said, "they have knives and they're making them go to the back of the plane."

Barbara Olsen then called back a second time and spoke with Ted Olsen.

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The security officer from the DOJ Command Center arrived after the second phone call.

Investigation on
9/11/01

at
Washington, D.C.

telephonically

File #
265D-NY-280350-302
by SSA [REDACTED]

Date dictated

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BEGPRODNO : M-INT-00029725
BEGBATES : 265A-NY-280350-302-60655
DATE = 09/11/2001
FBIDESC : INTERVIEW OF ALLEN FERBER
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/14/2001

Allen Ferber, Security Officer, Department of Justice DOJ Command Center, Washington D.C., work telephone number 202 514-5000, was contacted at his residence through the DOJ Command Center. After being advised of the identity of the interviewing agent and the nature of the interview, Ferber provided the following information:

Earlier today at approximately 9:00am, Ted Olson or his assistant, Helen Voss, called the DOJ Command Center and requested a security officer come to Ted Olson's Office. Ferber did not receive the call, but was asked to go to Olson's office. The information he got was that Ted Olson's wife, Barbara Olson, was on a plane that was hijacked. He was told that the hijackers had knives and the passengers had been herded to the back of the plane.

He arrived at Ted Olson's office shortly after. Ted Olson had already received two 2 telephone calls from Barbara Olson. Ferber sat and watched the television coverage of the World Trade Center WTC terrorist attack with Ted Olson for approximately ten 10 minutes. Ferber left the office before the coverage of the Pentagon plane crash.

After the Pentagon plane crash was reported on the news, he went back to Ted Olson's office. Olsen said to him, "the plane is down." Ferber told Olson he was very sorry and left the office.

Ferber advised that the only information he was given by the watch officer and by Ted Olson was that the hijackers had knives and that the passengers were herded to the back of the plane. This is what Barbara Olson had told Ted Olson.

Investigation on 9/11/01 at Washington, D.C. telephonically
File # 265A-NY-280350-302 Date dictated
9/11 Law Enforcement Privacy

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BEGPRODNO
BEGBATES
DATE
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FULLTEXT

: M-INT-00063821
: 265A-NY-280350-IN-2669
= 09/14/2001
: SA [REDACTED] SA [REDACTED] INTERVIEW OF THEODORE OLSON
: 265D-NY-280350-IN
JAR:jar
1.

AT WASHINGTON, D.C.

The following investigation was conducted by Special Agents
SA's [REDACTED] and [REDACTED] at the U.S. Department
of Justice, Office of the Solicitor General, 950 Pennsylvania
Avenue, N.W., Washington, District of Columbia D.C. 20530-0001
on 09/14/2001.

Theodore Bevy Olson, Solicitor General of the United
States, 950 Pennsylvania Avenue, N.W., Washington, District of
Columbia D.C. 20530-0001, Telephone number: 202/514-2201,
white male, Social Security Account Number SSAN: [REDACTED]
was interviewed regarding the crash of American Airlines Flight
number 77. The crash claimed the life of his wife, Barbara Kay
Olson.

Olson resides at [REDACTED] Virginia
22066, Telephone number: [REDACTED] He provided the following
information regarding his wife:

Name: Barbara Kay Olson
Maiden
Name: Bracher
Date of
Birth: 12/27/1955
Age: 45
SSAN: 451-88-2077
Race: White
Sex: Female
Place of
Birth: Houston, Texas

Olson confirmed that he had previously been interviewed
related the telephone call he received from his wife during the
flight. The interviewing agents did not interview Olson related
to that matter. SA [REDACTED] obtained information related to the
identification process. SA [REDACTED] provided information on the
Federal Bureau of Investigation FBI Victim/Witness Assistance
Program.

Olson stated that Barbara's car had been recovered from the
Dulles International Airport parking lot.

At the conclusion of the interview, Olson provided
information on a potential lead. This matter was handled by SA
Reising.

[PDF page 1]

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BEGPRODNO : M-INT-00015473
BEGBATES : 265A-NY-280350-302-9269
DATE : 09/11/2001
FBIDESC : INTERVIEW OF LEE HANSON
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/11/2001

LEE HANSON, [REDACTED] was interviewed at his residence and voluntarily provided the following information:

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HANSON received a telephone call at his residence from his son, PETER BURTON HANSON, Date of Birth: 01/24/1969, Place of Birth: Bridgeport, CT. sometime before 9:00 A.M. this morning. His son indicated that the plane on which he was presently a passenger was being hijacked. LEE HANSON asked whether his son was joking but he knew from the serious tone in his voice that he wasn't. PETER HANSON repeated that his plane was being hijacked indicating "I think they've taken over the cockpit...an attendant has been stabbed...and someone else up front may have been killed. The plane is making strange moves. Call United Airlines,..Tell them it's Flight 175, Boston to LA."

LEE HANSON noted that his son was talking in a low tone, but not whispering. He believed his son was calling from his cellular telephone, which number he provided as 617 921-1006.

LEE HANSON immediately phoned the Easton Police Department and spoke with Captain James Candee. He told Captain Candee about the substance of the call and asked for any assistance Candee could provide.

Within a matter of minutes, LEE HANSON received a second telephone call from his son. He recalled his son saying the following: "It's getting bad, Dad...A stewardess was stabbed...they seem to have knives and mace...They said they have a bomb...It's getting very bad on the plane...passengers are throwing up and getting sick...the plane is making jerky movements...I don't think the pilot is flying the plane...I think we're going down...I think they intend to go to Chicago or someplace and fly into a building."

LEE HANSON said he heard noise of a woman screaming in the background.

PETER HANSON continued, "Don't worry, Dad...if it happens it'll be very fast."

Investigation on 09/11/2001 at Easton, Connecticut

File # 265D-NY-280350

Date dictated 09/11/2001

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by SA [REDACTED]
SA [REDACTED]

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265D-NY-280350

Continuation of FD-302 of LEE HANSON

, On 09/11/2001 , Page 2

LEE HANSON said the call ended with his son saying "My God, my God..."

~~LEE HANSON could not say why the call ended abruptly.~~ He did not know whether his son had hung up or whether the phone malfunctioned. He said he resisted the temptation to call his son right back because he did not want to place him in any more serious danger by having his cell phone ring on the plane.

PETER HANSON gave no additional information as to the identity, nationality, physical description, accents, etc. of the hijackers.

LEE HANSON took two sheets of notes during the two phone calls and he provided these notes to interviewing agents.

LEE HANSON indicated he could recall no additional information or background noise from the telephone calls other than the aforementioned sound of an unidentified woman screaming.

HANSON described his son as follows:

Name: PETER BURTON HANSON
Sex: Male
Race: Caucasian
DOB: 01/24/1969
POB: Bridgeport, Connecticut
Residence: 46 Painted Post Road
Groton, Massachusetts
Home Telephone: 978448-8874
Height: Five feet, ten inches
Weight: 170-175 lbs.
Hair: Balding red frizzy
Complexion: Fair with freckles
Miscellaneous: Regularly wore a Breitling
wristwatch and antique wedding ring

PETER BURTON HANSON is employed as Vice-President of Marketing with TimeTrade.com of Newton, Massachusetts. He graduated from Northeastern University in Boston with a Bachelor of Science Degree in Business Administration and attained a Master's Degree in Business Administration MBA from Boston University.

HANSON was traveling to Los Angeles, California, to attend a business meeting and was accompanied on United Flight 175

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by his wife, SUE KIM HANSON, born 07/23 (believed to be 38 years old), female, first generation Korean, 5'3" height, 135 pounds, and their daughter and only child, CHRISTINE HANSON, born 02/23/1999. This was their first plane trip as a family and SUE HANSON was taking their daughter CHRISTINE to visit SUE's grandmother for the first time. Both of SUE HANSON's parents are deceased. SUE HANSON is a doctoral candidate in the medical field at Boston University.

LEE HANSON had traveled to Boston on Thursday, 09/06/2001, to visit with his son, daughter-in-law, and granddaughter. They were excited about their upcoming flight and indicated they intended to obtain seating in the bulkhead area behind the first-class seating so they could have more room for CHRISTINE to play. He is not certain where they were seated on the flight.

SUE KIM HANSON wears corrective eyeglasses and an antique wedding ring, like her husband PETER. Her and PETER's ring were the wedding band's of LEE HANSON's parents and had been handed down as gifts. The bands may have inscriptions and may have been cut to size from the original. Furthermore, PETER's ring may have been repaired.

LEE HANSON provided interviewing agents with a color photo portrait of his son's family. A digital color photograph was taken of the portrait by SA Donnelly.

LEE HANSON indicated that after receiving the calls from his son, he turned on the television to see whether the hijacking was being reported. He noted he began watching just in time to see the live footage of the second airliner crashing into the World Trade Center.

LEE HANSON received a telephone call this morning from an individual identifying himself as Special Agent [REDACTED] SA [REDACTED] the Chicago FBI Office with telephone number [REDACTED] indicated he was calling HANSON because he received his name from United Airlines.

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Present during portions of the interview was LEE HANSON's wife, EUNICE HANSON, his daughter [REDACTED] and her husband [REDACTED]

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BEGPRODNO
BEGBATES
DATE
FBIDESCR
FULLTEXT

: M-INT-00016577
: 265A-NY-280350-302-594
= 09/11/2001
: SF 29, INTERVIEW OF MARC R. POLICASTRO
: 09/11/2001

Reference Lead Control Number SF29.

MARC R. POLICASTRO, born [REDACTED] who is employed by United Airlines in San Francisco as a "Technician, Cabin & Flight Test Support" for the "FIX" system, was interviewed at his place of work, United Airlines, San Francisco International Airport, San Francisco, California, 94128-3800, work/cellular telephone number [REDACTED] POLICASTRO's contact information at his residence is [REDACTED] California [REDACTED] telephone number [REDACTED]. After being advised of the identities of the interviewing agents and the nature of the interview, POLICASTRO provided the following information:

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On 9/11/2001, at 5:55am, POLICASTRO received a telephone call on the "FIX" system from a male Flight Attendant who advised he was aboard United Airlines flight 175, aircraft 6212. The Flight Attendant told POLICASTRO that the flight had been hijacked, a flight attendant had been stabbed, and both Pilots had been killed. POLICASTRO asked the Flight Attendant if he knew who was flying the aircraft. The Flight Attendant responded that he assumed the plane was being flown by the Hijackers. The call ended by the Flight Attendant saying that he was scared for his life and that he had to go. POLICASTRO advised that the call lasted less than one minute.

POLICASTRO checked the computer and found out that the flight was traveling from either Boston to Los Angeles or Los Angeles to Boston. He immediately provided the contents of the phone call to his supervisor and made written statements (two written statements by POLICASTRO were placed in an FD-340).

After POLICASTRO provided the above information, he provided the following responses to the interviewing Agent's questions:

While POLICASTRO was on the telephone with the Flight Attendant, he heard no background noises other than the typical hum of the plane's engines. The Flight Attendant provided no information regarding the Hijackers to include the number of Hijackers, their ethnicity, sex, or physical description. The

09/11/2001 San Francisco, California

265D-NY-280350-SF

SA [REDACTED]
SA [REDACTED]

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MARC R. POLICASTRO

09/11/2001

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Flight Attendant did not specify how the Pilots were killed nor did he provide further details regarding the stabbing of the Flight Attendant, to include types of weapons or the existence of bombs. The Flight Attendant had given POLICASTRO his name, initially, however, he hung up before POLICASTRO could

get his name again. Therefore, POLICASTRO, did not obtain the Flight Attendant's name.

POLICASTRO received this call because he was one of the Technicians on duty for the *FIX system. POLICASTRO explained the *FIX system is only known to air flight personnel. The *FIX system is used by in-flight personnel to contact ground maintenance concerning maintenance problems while in-flight. In-flight personnel dial *FIX from any GTE Airphone on the plane to utilize this system. POLICASTRO stated that the general public is unaware of this system. The Flight Attendant did not inform POLICASTRO of his location in the plane at the time of the call. POLICASTRO did not know if his conversation with the Flight Attendant was recorded.

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BEGPRODNO : M-INT-00016593
BEGBATES : 265A-NY-280350-302-615
DATE = 09/11/2001
FBIDESCR : SF 29, INTERVIEW OF MARC R. POLICASTRO
FULLTEXT :

09/11/2001

Reference Lead Control Number SF29.

MARC R. POLICASTRO, born [REDACTED] who is employed by United Airlines in San Francisco as a "Technician, Cabin & Flight Test Support" for the *FIX system, was contacted a second time and interviewed telephonically regarding the contents of the telephone call he received on 9/11/2001 at 5:55am from a male Flight Attendant aboard United Airlines flight 175, aircraft 6212. POLICASTRO provided the following information:

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POLICASTRO reiterated that the male Flight Attendant who told POLICASTRO that the flight had been hijacked, a flight attendant had been stabbed, and both Pilots had been killed, provided no further information regarding weapons used to stab the Flight Attendant or weapons used to kill the Pilots. POLICASTRO further reiterated that the male Flight Attendant did not comment about any weapons on board flight 175, to include bombs.

POLICASTRO advised that he mostly listened to the male Flight Attendant. He asked the Flight Attendant who was flying the plane, however, he did not have an opportunity to ask about anything else before the Flight Attendant ended the call.

09/11/2001 Oakland, California telephonically

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BEGPRODNO
BEGBATES
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FBIDESC
FULLTEXT

: M-INT-00027220
: 265A-NY-280350-302~57542
= 09/13/2001
: INTERVIEW OF NANCY LYNN POLICASTRO
: FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/13/2001

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On Thursday, September 13, 2001, NANCY LYNN POLICASTRO,

Date of Birth: [REDACTED]

was interviewed at the United Airlines passenger lounge, Newark Airport. POLICASTRO has been employed by United Airlines for four years as a Customer Service Rep. POLICASTRO advised that on 9/11/2001, she came to work at 10:30 a.m., which was after the plane crash, and could not provide any information regarding this matter.

Investigation on
09/13/2001

at
United Airlines

9/11 Law
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File #

265D-NY-280350-NK

Date dictated

09/13/2001

by

[REDACTED]

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BEGPRODNO
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FULLTEXT

: M-INT-00036632
: 265A-NY-280350-302-6399
= 09/11/2001
: [REDACTED] WAS INTERVIEWED
: 09/11/01

Reference San Francisco lead #SF97

On September 11, 2001, Federal Bureau of Investigation
FBI Special Agents [REDACTED] and [REDACTED]
interviewed [REDACTED] Manager, System
Aircraft Maintenance Control SAMC, United Airlines, located at
the San Francisco International Airport SFO, [REDACTED]

California. After being informed of the nature of the interview
and the identity of the interviewing Agents, [REDACTED] provided the
following information:

[REDACTED] was working the night shift at the SAMC at SFO on
the morning of September 11, 2001. His job entails coordination
of communications with all flights on the ground and in the air
for mechanical related problems. His office has the ability to
make contact utilizing a system that United Airlines calls
"Starfix". The "Starfix" system gives the SAMC the ability to
converse directly with flight attendants about issues arising on
board the aircraft. The SAMC also has the ability to contact the
flight crew utilizing a system called "Air Rinc". [REDACTED] said that
this system is similar to an airborne E-mail system, where the
SAMC can type messages to the flight crew and converse as if they
were using an E-mail system.

At approximately 5:30 A.M. on September 11, 2001 [REDACTED]
was in the SAMC when Rich Belme, a day shift coordinator in the
SAMC, entered the room. The two men discussed issues related to
the aircraft that were currently not in service. At this time,
Marc Policastro, an employee who was manning the "Starfix"
system, approached [REDACTED] and Belme and informed them that he had
just taken a call over the "Starfix" system and that the flight
attendant that was calling said that her plane, Flight #175, had
been hijacked. The flight attendant also said that the another
flight attendant on-board had been stabbed and that the flight
crew was dead. [REDACTED] advised that the "Starfix" calls were not
recorded.

At this time [REDACTED] contacted System Operations Control
in Chicago, Illinois. This center, which also goes by the name

09/11/2001 [REDACTED] California

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OPB, has many functions, one of which is similar to that of a
dispatch center for all of the planes in service. [REDACTED] contacted
Rich Miles at OPB and informed him of what he had been told by
Policastro. Miles said that they knew of the hijacking, and that
it was American Airlines Flight #11. [REDACTED] told Miles that it was
in fact a United Airlines plane that was hijacked. Miles and

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[] discussed the situation. [] said that United Airlines has a policy where Crisis Centers are set-up in this type of situation, and [] and Miles began to follow the checklists for this type of scenario. At this time Belme told Policastro to write a statement as to exactly what happened.

At approximately 6:00 A.M., another employee, [] believed that the name of the employee was [] but was unclear, approached [] and Belme regarding a new call received over the "Starfix" system. The new call was from a flight attendant on Flight #93. The flight attendant of Flight #93 said that three people with knives and bombs were on-board and that they were taking over the plane.

[] said that one of the procedures after this type of event occurs is to attempt to use the "Air Rinc" system to contact the flight crew. [] said that both flights were sent messages via "Air Rinc". The message sent to the planes requested that the flight crews respond if they were able. The SAMC did not receive a response from either plane.

At this time [] contacted OPB in Chicago again. This time he spoke to [] the director of OPB. They continued to talk and followed the checklist for the crisis center.

Belme said that he did not know what to tell the flight attendants on the "Starfix" system. At this time Belme and [] decided to contact United Airlines Security Personnel and a day shift employee in the SAMC contacted the FBI.

[] also said that they received other calls from flights with airborne related concerns. A flight from Narita, Japan requested assistance in disabling the in-flight phone service. [] was unclear as to why the crew wanted this done, but he believed that it was to limit the panic on the flight. The flight was diverted to Anchorage, Alaska, and it seemed as if the in-flight problems stopped after the phones were disabled.

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A United Airlines employee working in London in a facility similar to that of SAMC, contacted the SAMC to tell them that they had received a call from a Satellite Phone SATCOM, from an unknown aircraft. The person on the phone sounded as if they were being choked. [] told the United Airlines employee to write a statement as to these events.

[] did not have any further information in regards to the type of weapons used or the people who were on-board the aircraft. Kime was instructed to contact the SA [] or [] if he had any further information.

The notes from this interview have been placed in a 1A envelope and have been sent to the file.

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Enforcement
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BEGPRODNO
BEGBATES
DATE
FBIDESC
FULLTEXT

: M-INT-00008874
: 265A-NY-280350-302~39718
= 09/12/2001
: RONALD AND NANCY MAY

09/12/2001

Ronald and Nancy May, home address [REDACTED]
Las Vegas, Nevada, home telephone [REDACTED] were contacted at
their home on September 12, 2001, at approximately 11:15 am, by
Special Agent SA [REDACTED], SA [REDACTED] and
FBI Chaplain [REDACTED]. After being provided with the
identities of the interviewing agents and Chaplain [REDACTED], Mr.
and Mrs. May provided the following information:

On September 11, 2001, at approximately 6:13 am, Nancy May
received a telephone call from her daughter, Renee May, a
flight attendant with American Airlines. Renee May advised her
mother that she was on American Airlines Flight #77 and that they
were being hijacked. She indicated there were six 6 hijackers
and that the hijackers had moved them (unknown if she meant all
the passengers or only the flight crew) to the back of the plane.
Renee May asked her mother to call American Airlines to make sure
they knew of the hijacking and provided the following three phone
numbers for her mother to call:

[REDACTED]

During the phone conversation, Nancy May heard a male voice in
the background who seemed to be assisting Renee with providing
the correct telephone numbers for American Airlines. Nancy May
did not know whether her daughter was utilizing an in-flight
telephone or her own personal cellular telephone 410/935-4315.
The connection with her daughter was then lost.

Following this conversation, Nancy and Ron May
immediately contacted Patty Carson at American Airlines to relay
the information provided by their daughter. After confirming the
flight number and providing Renee May's employee number to Patty
Carson, Ron May was advised that American Airlines would check
into the information they had provided and would call them back.

Later, in the early afternoon, American Airlines
contacted Ron and Nancy May and informed them that their
daughter's flight had been the plane that was crashed into the
Pentagon and provided them with American Airlines telephone
numbers that they could call periodically to get updated
information. At that time, the Mays were also asked for

09/12/2001 Las Vegas, Nevada

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SA [REDACTED]

SA [REDACTED]
52764.01

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Ronald & Nancy May

09/12/2001

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permission to release their telephone number to the FBI so that
an Agent would speak with them. Ron May gave permission and was
subsequently called and telephonically interviewed by Special
Agent [REDACTED] of the FBI Washington Field Office, telephone

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BEGPRODNO
BEGBATES
DATE
FBIDESC
FULLTEXT

: M-INT-00008857
: 265A-NY-280350-302~39685
= 09/11/2001
: MAY, RON
:

09/11/2001

On September 11, 2001, at approximately 1930 hours
Special Agent's SA's [redacted]
[redacted] were assigned a lead to contact and interview RON MAY, AT 702
[redacted] The purpose of this interview was to speak with MAY
reference a telephone call with his daughter RENEE MAY while she
was on board American Airlines Flight 77.

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Mr. May informed SA [redacted] that he was not interested
in speaking at this time, however would speak with SA's [redacted]
and [redacted] on September 12, 2001. SA [redacted] will contact May
and meet reference information related to the phone call between
May and his daughter.

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Enforcement
Privacy

09/11/2001 Las Vegas, Nevada (telephonically)

265D-NY-280350

09/11/2001

SA [redacted]
SA [redacted]

[PDF page 1]

BEGPRODNO
BEGBATES
DATE
FBIDESC
FULLTEXT

: M-INT-00016612
: 265A-NY-280350-CE-1021
= 09/11/2001
: [REDACTED]
: FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/13/2001

RE: LEAD CONTROL NUMBERS DL267 AND CE66

[REDACTED]
[REDACTED] was interviewed at her place of employment, AMERICAN AIRLINES AA SOUTHEASTERN RESERVATION CENTER SERO, 500 Gregson Drive, Cary, North Carolina, telephone number [REDACTED] where she is currently employed as the [REDACTED] of [REDACTED]. After being advised as to the identity of the interviewing agent and as to the nature of the interview, [REDACTED] provided the following information:

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[REDACTED] stated she had been in contact with Corporate Security in Dallas, Texas, on instant date. [REDACTED] identified Managing Security Director LARRY WANSLEY as her contact. [REDACTED] stated at approximately 8:20 that morning, a call had come in from Flight 11 leaving Boston from a flight attendant FA on board and had been routed in some fashion to Customer Service Agent CSA VANESSA MINTER. At some point during the conversation, the record button had been hit and four minutes of the conversation was recorded. [REDACTED] advised the total conversation lasted approximately 28 minutes. [REDACTED] advised during the conversation, passengers seated in seats 2A and 2B and 10B were listed by the FA as individuals who had participated in the takeover of Flight 11. [REDACTED] stated that at some point during the telephone call, MINTER transferred the call to another agent, WINSTON SADLER. [REDACTED] identified the individuals designated by the FA as participating as follows:

Passenger 2A was identified as WAIL ALSHEHRI
Passenger 2B was identified as WALEE ALSHEHRI
Passenger 10B was identified as SATAM AL SUQAMI

[REDACTED] stated that a FA onboard a moving aircraft could be in contact with the reservations office by either using any telephone to dial 1-800-433-7300, or by using the flight telephone aboard the airline and dialing *077, *055, or *044. [REDACTED] explained that the "" numbers were used by FAs habitually to place customers in contact with reservation agents so that they could change their flight plans or make connections.

Investigation on
09/11/2001

at
Cary, North Carolina

File #
265D-NY-280350-CE
by SA [REDACTED]

Date dictated
09/12/2001

9/11 Law
Enforcement
Privacy

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265D-NY-280350-CE

Continuation of FD-302 of [REDACTED], On 09/11/2001, Page 2

[REDACTED] stated that if an airline utilized the "AA" system on their flight phones located in the airplane, then all calls were routed to the Cary, North Carolina, facility. [REDACTED] stated if the 1-800 number was utilized, then the call could go to one of seven facilities in the United States depending on the call volume being experienced at the time. [REDACTED] stated that the Cary, North Carolina, facility would be just one of those seven facilities. [REDACTED] advised the flight phone used in AA airplanes was operated by AT&T Digital.

[REDACTED] reported that a customer had called earlier that day on September 11, 2001, concerning her father's toiletries being replaced by switches and mechanisms. [REDACTED] explained that Customer [REDACTED] telephone number [REDACTED] complained that her father [REDACTED] had flown on Flight 2076 on September 9, 2001, from Dallas-Fort Worth to Portland, Oregon. During that flight, a small plastic bag full of fuses and a five page fax written in Arabic was somehow placed into [REDACTED] luggage.

[REDACTED] stated that each AA employee who had spoken to FA BETTY ONG had been asked to write a brief statement of the facts they had obtained from the telephone call. These original statements and the original typed statements of two were given to the interviewing agent. In total, [REDACTED] provided the following original documentation to the interviewing agent which were placed into evidence:

1. A handwritten statement by WINSTON SADLER.
2. A typed statement by [REDACTED]
3. A handwritten statement by [REDACTED]
4. A typed statement by NYDIA E. GONZALEZ.
5. A signed typed statement by [REDACTED]
6. A handwritten multiple page statement by YANESSA MINTER.
7. A typed version of MINTER's statement.
8. A typed version of SADLER's statement.

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Continuation of FD-302 of [REDACTED]

, On 09/11/2001 , Page 3

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9. A printout on passenger MOHAMED ATTA, seated in Seat 8D who had purchased a one-way ticket on Flight 11.
10. A passenger printout on SATAM AL SUQAMI, who was seated in Seat 10B on Flight 11.
11. A printout of upgrades and occupancy of the flight 11.
12. A passenger list for Flight 11 printed on Tuesday, September 11, 2001, at 9:07.
13. A computer printout of a passenger list dated September 11, 2001, for Flight 11.

[PDF page 3]

BEGPRODNO : M-INT-00016614
BEGSTATES : 265A-NY-280350-CE-1022
DATE : 09/12/2001
FBIDESCR : WINSTON COURTNEY SADLER
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/13/2001

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RE: LEAD CONTROL NUMBERS: DL267 AND CE66

WINSTON COURTNEY SADLER, white male, date of birth

[redacted] North Carolina, telephone number [redacted] was interviewed at his place of employment, AMERICAN AIRLINES AA SOUTHEASTERN RESERVATION CENTER SERO, Cary, North Carolina. After being advised as to the identities of the interviewing agents and as to the nature of the interview, SADLER provided the following information:

SADLER stated he was currently employed with AA in their International Resolution Department. SADLER stated he was charged with being a "HELP DESK" for complaint calls coming into the SERO. SADLER stated that on September 11, 2001, at approximately 8:20 A.M., Customer Service Agent CSA VANESSA MINTER came to him stating that she had a lady on the telephone line calling from an AA flight that was being hijacked. SADLER stated that MINTER seemed to be panicked and stated she could not find her "emergency button" on her telephone. SADLER offered to take the call so MINTER transferred the call to SADLER. SADLER explained that the telephone system operated by AA allowed for him to be connected onto a line from one of the agents and the agent still remain on the line. Once this was established, SADLER immediately activated his emergency button which further allowed the Operations Center to monitor the telephone call. SADLER stated the individual on the telephone identified herself as BETTY ONG phonetic. SADLER stated that she identified herself as being aboard Flight Number 11 as one of the Flight Attendants FA's. ONG further stated that people aboard the plane had entered the cockpit and that FA's Number 1 and Number 5 had been stabbed. ONG stated she was located in the coach area of the airplane. At one point in the conversation, SADLER recalled that ONG stated that all of the FA's had moved back to the coach area. ONG also stated that she did not believe that the coach passengers were aware of the hijacking. SADLER explained that the 767 airplane utilized by Flight 11 was sectioned into three sections, a coach area, a business area, and a first-class area.

Investigation on 09/12/2001 at Cary, North Carolina

File # 265D-NY-280350-CE

Date dictated 09/12/2001

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by SA [redacted]
SA [redacted]

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Continuation of FD-302 of WINSTON COURTNEY SADLER , On 09/12/2001 , Page 2

ONG further stated she believed mace had been sprayed in the business class area which made it difficult to breathe. During the entire conversation, ONG seemed to be talking to someone else in the background and retrieving information including the fact that the passenger in 9B had been injured and was possibly deceased. ONG also identified passengers seated in Seats 2A, 2B, and 10B as participating in the hijacking. SADLER stated during the telephone conversation with ONG other individuals on the line from the Operations Center, namely NYDIA GONZALEZ, participated in asking questions of ONG. During these intervals, SADLER was using his computer screen to find out information concerning Flight 11. SADLER recalled at one point, he was monitoring a readout on his computer screen where ground control was attempting to notify Flight 11 that Flight 11's transponder had been turned off. Later he checked his passenger roster to find the name of the passenger in 9B who had been hurt and identified that passenger as DANIEL LEWIN.

SADLER recalled that ONG stated she was trying to call the pilots in the cockpit, but was not getting a response. ONG had stated that no announcements had been made from the cockpit. ONG stated she attempted to find if there was a doctor onboard to assist with the wounded. ONG informed that FA Number 1 was hurt worse than FA Number 5 and they had put oxygen on FA Number 1. ONG gave the impression that FA Number 5 was sitting somewhere near her. ONG would state at times that the airplane was flying erratically. SADLER recalled these statements of erratic flying occurred several times during the conversation. SADLER also recalled that for the moments in between the erratic flying, the airplane seemed to be smooth in its flight path. SADLER stated at points in the conversation, ONG would state that the airplane was descending. SADLER stated he was convinced immediately upon taking the call, that it was a legitimate telephone call from an airplane because he was use to hearing the background noise given by airplane telephones and this call had that background noise. SADLER stated when the airplane seemed to be flown erratically, that ONG would make statements such as "please pray for us....oh God....oh God."

SADLER stated that NYDIA GONZALEZ was in the Operations Center monitoring the call almost immediately when he had first taken the call. SADLER stated during the call, he had used his computer "scratch pad" to take notes of the conversation as it occurred and these notes were not saved, but had been converted to

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265D-NY-280350-CE

Continuation of FD-302 of WINSTON COURTNEY SADLER , On 09/12/2001 , Page 3

his handwritten statement which had previously been provided to the interviewing agent.

SADLER stated the telephone call from ONG went through phases of signal fade where communication did not appear to be established but then it would always return until the very end of the call. ONG never commented on the plane's location to SADLER's recollection. ONG never indicated with what instrument the FA's had been stabbed. SADLER stated that he was personally "stunned" by the whole event.

A copy of SADLER's handwritten statement and a typed version are both attached to this document and made a part hereto.

[PDF page 3]

BEGPRODNO : M-INT-00003461
BEGBATES : 265A-NY-280350-302~30391
DATE : 09/11/2001
FBIDESC : CRAIG MARQUIS
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/16/2001

CRAIG MARQUIS MARQUIS, born [REDACTED]
[REDACTED] employed
as Centre Manager, System Operation Control, AMERICAN AIRLINES
AA, 4601 Highway 360, Fort Worth, Texas 76155. [REDACTED] was
interviewed at his place of employment. After being advised of the
identities of the interviewing agents and the purpose of the
interview, MARQUIS provided the following information:

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On September 11, 2001, at approximately 7:25 a.m. Central
Standard Time, MARQUIS received a telephone call from the number 3
flight attendant on board Flight 11, identified by the crew
manifest as B.A. ONG ONG, AA employee number 131804. This
telephone call was initially received by NIDIA GONZALES,
919460-4187, an AA supervisor at the Raleigh Reservations Center
in North Carolina. The call was transferred to central dispatch in
Fort Worth, Texas, because there was a disturbance on board and the
flight crew was not able to contact the cockpit. ONG wanted
central dispatch to contact the cockpit. MARQUIS first confirmed
that ONG was an AA flight attendant.

During this telephone call, ONG reported that there was a
passenger on board who was armed with a knife. This passenger was
seated in 10B and was identified as TOM ELSUQANI phonetic. When
MARQUIS first heard this, he thought that the knife might have been
a Swiss army knife of some sort because it was not that uncommon
for passengers to have these. ONG then informed MARQUIS that the
passenger in seat 9B, DAVID LEWIN, had been fatally stabbed and
that the number 1 flight attendant, K.A. MARTIN MARTIN, AA
employee number 307280, had been stabbed as well. MARTIN was in
bad shape and was currently on oxygen. Besides these two
individuals, the number 5 flight attendant, B. ARESTEGUI, AA
employee number 167762, had been superficially wounded by the
passenger with the knife.

In addition to these injuries, there were two men trying
to gain access to the cockpit, and by this time, all passengers had
been removed from first class. After the men gained access to the
cockpit, ONG could hear loud arguing from the cockpit area. ONG

Investigation on 09/11/2001 at Fort Worth, Texas

File # 265A-NY-280350-302 Date dictated 09/16/2001
by SA [REDACTED] 9/11 Law Enforcement Privacy

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Continuation of FD-302 of Craig Marquis , On 09/11/2001 , Page 2

also mentioned that there was something in the air that made it hard to breathe. This telephone conversation lasted from approximately 7:25 a.m. until approximately 7:49 a.m.

There was no doctor on board Flight 11 to help the injured; as a result, MARQUIS wanted the aircraft to land at the next available airport. Because of the medical emergencies and the violence, MARQUIS intended for medical personnel and law enforcement to meet the aircraft as soon as it landed. MARQUIS had the flight tagged as a confirmed hijacking and contacted air traffic control ATC regarding the situation. MARQUIS informed the dispatcher, PEGGY HOUCK, of what was happening with Flight 11 and instructed her to contact the crew immediately and to perform a range analysis given the amount of fuel on the aircraft. ATC reportedly heard arguing over the microphone, hearing a statement to the effect of "either turn back or we'll kill you." The pilot apparently keyed the microphone at some point during these events thereby allowing ATC to hear part of what was happening. It was thought that these transmissions were recorded by ATC, in this case Boston ATC. During the time in which the telephone conversation occurred, the aircraft flew erratically and was descending in altitude. The transponder was turned off, but ATC was handling this flight as a confirmed hijacking and was attempting to track it.

Soon after ONG hung up the telephone, MARQUIS received a call from ED DOOLEY DOOLEY, an AA Ramp Manager at John F. Kennedy International Airport in New York, New York. DOOLEY reported smoke coming from the World Trade Center and asked what was happening. Based upon his conversation with DOOLEY, MARQUIS figured the impact of Flight 11 was close to 7:49 a.m., corresponding to the end of the telephone call from ONG. DOOLEY called again at approximately 8:10 a.m. and stated that the NEW YORK PORT AUTHORITY confirmed that both towers of the World Trade Center were on fire and that an AA aircraft was involved.

Although unsure, MARQUIS thought that his telephone conversation with ONG was recorded. He would ascertain whether the conversation was recorded and would notify the FEDERAL BUREAU OF INVESTIGATION regarding this. The number 9 flight attendant, M. SWEENEY, AA employee number 129043, telephoned the AA Flight Services Department in Boston, Massachusetts.

Regarding the hijacking of Flight 77, the aircraft had crashed before AA really knew that anything was happening on board.

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Continuation of FD-302 of Craig Marquis , On 09/11/2001 , Page 3

AA was concentrating on Flight 11 and did not realize the peril on Flight 77 until it was too late.

MARQUIS provided a copy of his notes and a crew manifest for Flight 11, with notes on the manifest. See FD-340 envelope for these documents.

[PDF page 3]

BEGPRODNO : M-INT-00008897
BEGBATÉS : 265A-NY-280350-302-47851
DATE = 09/11/2001
FBIDESC : JANE ALLEN, VICE PRESIDENT, AA FLIGHT ACADEMY SYSTEMS
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/12/2001

JANE ALLEN, Vice President Flight Services, American Airlines AA, AA Flight Academy, Systems Operations Center, 4601 Hwy 360, Fort Worth, Texas 76155, after being apprized of the identity of the interviewing agent, provided the following information:

On 09/11/2001, MS. ALLEN conducted a flight service system conference call. During the call MICHAEL WOODWARD, AA Flight Services Manager, Boston, told her that he received a telephone call from AA flight 11. The caller was flight attendant AMY SWEENEY. According to WOODWARD, SWEENEY's call came from either a cell telephone or an air phone on the aircraft.

The call from SWEENEY was initially received by EVY NUNEZ, manager on duty at AA Boston. NUNEZ became very distraught early in the conversation; WOODWARD took over the call from NUNEZ.

SWEENEY told WOODWARD that the flight had been hijacked and the number one flight attendant had been stabbed. The number one flight attendant was in the first class section of the aircraft. The number five flight attendant had also been stabbed in the business class section of the aircraft. According to SWEENEY, the number five attendant's injury was not life threatening. SWEENEY also relayed that one hijacker cut the throat of a passenger in business class. That passenger was believed to have died as a result of his wound.

SWEENEY believed there were three hijackers in the business class section of the aircraft. All three hijackers were of Middle Eastern decent. At least one of the hijackers spoke English very well. The hijackers occupied seats number 9B, 9E, 9G, and 10C.

SWEENEY described the atmosphere in the aircraft as calm while the hijacking was carried out. At one point, the hijackers gained access to the cockpit of the aircraft. SWEENEY further relayed to WOODWARD that after the hijackers entered the cockpit, the plane changed direction and began to descend rapidly. During

Investigation on 09/11/2001 at FORT WORTH, TEXAS
265D-NY-280350

File # 265D-HQ-1348101, 265D-WF-222811
by 9/11 Law Enforcement Privacy

Date dictated 09/12/2001

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September 10, 2003 5:27 pm

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Continuation of FD-302 of ALLEN, JANE

, On 09/11/2001 , Page 2

the descent phase, SWEENEY attempted to contact the cockpit; she did not get a response.

WOODWARD asked SWEENEY if she could tell where they were. SWEENEY responded "I see water; I see buildings. Oh my God; Oh my God." No further communication was received from SWEENEY; the telephone call ended.

MICHAEL WOODWARD can be contacted at telephone number [REDACTED] KELLY COX, American Airlines Base Manager, Logan Airport, may have additional details regarding communication between SWEENEY and WOODWARD. She can be contacted at telephone number 617 968-5438.

JANE ALLEN is further described as follows:

Sex: Female

Race:

Telephone number: [REDACTED]

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BEGPRODNO
BEGBATES
DATE
FBIDESC
FULLTEXT

: M-INT-00063698
: 265A-NY-280350-302~9787
= 09/12/2001
: EVELYN NUNEZ
:

09/12/01

EVELYN NUNEZ was contacted at the American Airlines administrative office at Logan Airport, Boston, Massachusetts. After being advised of the personal and official identities of the investigating Agent and the identities of Sergeant Tom Sullivan, Massachusetts State Police MSP, NUNEZ provided the following information:

NUNEZ is a passenger service agent for American Airlines and was previously an American Airlines AA flight attendant. At 4:45 AM on 9/11/01, NUNEZ reported for work at AA's M.O.D. office. After performing her regular early morning job duties such as preparing the paperwork for early flights, passenger loads, and duty free charts, NUNEZ did a walk-through of the American Airlines offices. NUNEZ also took a call from a flight attendant who called in sick for AA Flight #11 from Boston to Los Angeles. As a result, the stand-by flight attendant named Jean flew instead.

After 8:30 AM on September 11, 2001, NUNEZ received a telephone call from a AA flight attendant who did not give her name and stated that Flight 12 at Gate 32 had two flight attendants stabbed. In addition, there was a passenger in row 9 who had their throat cut by a passenger in seat 10B. NUNEZ also learned the hijackers said they had a bomb. The flight attendant was talking fast and then got disconnected. NUNEZ immediately called flight operations for AA to determine the status of Flight 12. NUNEZ learned that it was Flight 11 that had just left and she ran a computer check to determine the identity of the passenger in seat 10B on Flight 11. NUNEZ determined it was SATAM AL SUQAMI, who purchased an E-Ticket in Fort Lauderdale on August 28, 2001. NUNEZ provided the investigating Agent with the printout on AL SUQAMI.

Following the first call from the flight attendant, another call came through which was answered by [REDACTED] another AA Manager.

09/11/01 Boston, MA

265D-NY-280350

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SA [REDACTED]

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265D-NY-280350

Evelyn Nunez

09/11/01

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The following identifying information was obtained from NUNEZ:

NAME: EVELYN NUNEZ
DATE OF BIRTH: [REDACTED]
SSAN: *

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ADDRESS:

AA#:

MASSPORT#:

A rectangular box with a black border, used to redact information. A dotted line extends from the top right corner of this box across the page.

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[PDF page 2]

BEGPRODNO : M-INT-00014384
BEGBATES : 265A-NY-280350-302~53207
DATE = 09/25/2001
FBIDESCR : INTERVIEW OF CARRIE LOUISE ROSS
FULLTEXT : 10/5/01

On Tuesday, 9/25/01, CARRIE LOUISE ROSS (Black female; Date of Birth: 2/6/1939; Place of Birth: Ft. Pierce, Florida; Social security Number: [REDACTED] was interviewed at her [REDACTED] Ft. Pierce, Florida, Home telephone number: [REDACTED] by SA [REDACTED] FBI Miami-Ft. Pierce Resident Agency.

ROSS was advised as to the identity of the interviewing agent, to include a display of FBI credentials. ROSS was further advised as to the nature of the interview; namely, to obtain background information regarding her daughter, CeeCee LYLES, who was one of the Flight Attendants aboard "UNITED AIRLINES" Flight #93, which was hijacked, on Tuesday, 9/11/2001, and crashed into a field in Stony Creek Township, Pennsylvania, killing everyone on board.

After being so advised, ROSS voluntarily provided the following information:

ROSS advised that her daughter's full name was CeeCee LOUISE ROSS LYLES. Her daughter was born 11/26/1967 at Miami, Florida.

ROSS explained that she was not CeeCee's biological mother; CeeCee's biological mother was her ROSS' younger sister, SHIRLEY MILLS ADDERLY (Black female; Date of Birth: [REDACTED])

[REDACTED] Ft. Pierce, Florida; Work telephone: [REDACTED] ROSS advised that she ROSS was considered by CeeCee and everyone in their family, to include her sister, to be CeeCee's mother.

ROSS then explained that her sister was only about 16 years old when she had given birth to CeeCee, and, back at that time, it was the norm for young girls to attend school and raise a child. ROSS commented that her younger sister, due to her young age, was not emotionally or financially in a position to raise a child, so she ROSS and her now ex-husband, MARVIN ROSS, took custody of CeeCee when she was only a week old and raised her as their own. ROSS noted that she and her ex-husband never

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10/5/01

SA [REDACTED] FBI Miami-Ft. Pierce RA

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CARRIE LOUISE ROSS

9/25/01

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kept this from CeeCee, and CeeCee knew the truth about her birth mother.

ROSS and her husband divorced when CeeCee was about 10 years old. Despite the divorce, CeeCee still considered ROSS'

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ex-husband, MARVIN ROSS, to be her father. ROSS indicated that her ex-husband lives in Gifford, Florida, which is located near Vero Beach, Florida; she was unable to provide a contact address or telephone number for her ex-husband. In order to insure that CeeCee's paperwork for school and/or medical care was in order, ROSS had formally adopted CeeCee when she was about 10 or 11 years old. Throughout her life, CeeCee had referred to ROSS as her mother, and ROSS' sister, as "Auntie".

ROSS indicated that her younger sister, ADDERLY, had flown to Pennsylvania for the memorial service which was held near the crash site, as she ROSS was busy helping CeeCee's husband and two children cope with their loss. She commented that her family is a very close one, so although she had raised CeeCee, her younger sister loved CeeCee, and CeeCee had loved her; as such, attendance at this memorial service was as painful for her sister as it would have been for her had she been able to attend. She then commented that she was glad that her sister had gone in her place, as her sister had been there to provide DNA samples, as CeeCee's biological mother, to the FBI agents who were on-scene to collect DNA samples from the biological mothers of the victims, for purposes of comparison to any bodies recovered from the crash site.

ROSS was queried as to whether she would want any personal effects recovered at the crash site, which were determined to have belonged to CeeCee, returned to her ROSS. In response to this inquiry, ROSS responded in the affirmative; "most definitely."

ROSS advised that her daughter, CeeCee, was a very smart, beautiful, loving woman. She commented that because her daughter was so beautiful, and liked to have a good time, she CeeCee had made her share of mistakes, but she CeeCee had always faced up to those mistakes. She indicated that her daughter had decided she wanted to become a police officer, and had been one for approximately six 6 years with the Ft. Pierce Florida Police Department.

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265A-NY-280350

CARRIE LOUISE ROSS

9/25/01

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ROSS commented that CeeCee loved being a police officer. She further commented that she ROSS used to worry all the time that CeeCee might get hurt or killed on the job, because there are many areas in Ft. Pierce are quite violent. She then commented that although CeeCee was a good police officer, she CeeCee had had some problems while employed with the Ft. Pierce Police Department. She reiterated that CeeCee was very smart, and had scored in the top five when she had taken the test for Sergeant. She recalled that when there was some consideration given to actually promoting CeeCee to Sergeant, since she only had about four 4 years on the job, other more senior officers, who had not scored as high on the test, filed a letter of protest; as a result, CeeCee was not promoted.

ROSS recalled another incident wherein CeeCee had missed one of her training classes at Indian River Community College, and due to the resentment by some of the more senior officers who had protested her being promoted to Sergeant, the very next day there had been an article in the local newspaper which was entitled, "Police Officer in Trouble Again", or words

to that effect. ROSS noted that CeeCee had not deliberately missed the class as had been suggested in the news article, so this had been very hurtful to her. ROSS commented that she had to admire the courage it had taken for CeeCee to go to work each day, and still do a good job, despite the unfair treatment she had received from some of her fellow police officers.

ROSS commented that she had just returned from Ft. Myers Florida, where she had been helping her son-in-law and grandsons cope with the loss of CeeCee, and preparing for the memorial service that was to be held in Ft. Pierce Florida, when she began receiving telephone calls from upset family members, friends, and church members, about the news articles which had been published in the local newspaper about CeeCee, relative to some negative comments about some minor problems she had had while she had been employed as a police officer with the Ft. Pierce Police Department. ROSS then commented that this was very hurtful, particularly since they were not only unnecessary, but they were not entirely true. She indicated that the incident involving CeeCee having allegedly falsified an apartment lease was not accurate; as was the case with CeeCee having allegedly deliberately missed a training class, the facts of this matter were distorted, due in large part to some of the resentment that

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CARRIE LOUISE ROSS

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some of the more senior officers at the department had for CeeCee. ROSS noted that she was pleased to see the letters to the editor of the local newspaper from readers who were outraged that this information had been published, when it was not only irrelevant, but hurtful.

ROSS advised that CeeCee's husband, LORNE LYLES, had also been a police officer with the Ft. Pierce Police Department. CeeCee and LYLES had met "on the job". They got married in May 2000. LYLES had gotten a job with the airlines in Tampa. ROSS could not recall for sure, but she believed that LYLES had gotten a job as a Gate Attendant with "UNITED AIRLINES", based in Tampa. CeeCee had left her job as a police officer in Ft. Pierce to move with her new husband to Tampa. CeeCee's two sons, JEROME SMITH age 16 and JAVON CASTRILLO age 7 had moved to Tampa with her, where they were residing as a family with LYLES. Shortly after moving to Tampa, CeeCee had gotten a job with AMERICA ON LINE. Then LYLES became aware that "UNITED AIRLINES" was hiring Flight Attendants and had mentioned it to CeeCee. ROSS recalled that CeeCee had taken the test for Flight Attendant and had scored quite high, and was thrilled at being hired.

According to ROSS, although CeeCee and her ex-husband, ADEMIL CASTRILLO, had had their share of problems while they were married, their divorce had been amicable and CASTRILLO had always been a wonderful father to both is and CeeCee's son, JAVON, and to CeeCee's teenage son from a prior relationship, JEROME. When CeeCee was scheduled to go to Flight Attendant training, circa December 2000, CASTRILLO had offered to let the two boys come back to Ft. Pierce to live with him. ROSS advised that CASTRILLO does not reside very far from her residence in Ft. Pierce; she could not recall his exact address, but indicated that his home telephone number is [REDACTED] ROSS indicated that after some discussion about such, to include having discussed it with her ROSS, CeeCee had decided that this would not be fair, as

CASTRILLO was about to get remarried and he and his new wife should have the opportunity to start their marriage out without having to worry about taking care of the two boys. CeeCee had also decided that this would give her boys and LYLES, and his LYLES' two sons by his prior marriage, a chance to grow closer as a family.

ROSS advised that CeeCee had commented to her that the

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Flight Attendant training "had come easier to her", as a result of her former training as a police officer. She indicated that CeeCee "absolutely loved her job as a Flight Attendant". ROSS commented that she is one of those "old fashioned" women who believes that a mother should be home for her children, so she was not sure that CeeCee's job as a Flight Attendant would allow her much time with her CeeCee's two sons. CeeCee had assured her that, due to her flight schedule, she would generally fly for four 4 days, and then have three 3 days off; as such, she could spend more quality time with her boys than she had been able to do when she had been a police officer. CeeCee had also commented that "some day", when she had established some seniority, she would be able to have more days off in a row, so that she could spend more time with the boys. ROSS commented that, although this would not have been her ROSS' choice, it seemed to work for CeeCee and her family.

ROSS was queried as to whether CeeCee held any kind of special clearances in her position as a Flight Attendant with "UNITED AIRLINES", to which ROSS had responded that she did not know.

ROSS advised that CeeCee's husband, LYLES, had gotten a job as a police officer with the Ft. Myers Florida Police Department, so the whole family (LYLES, CeeCee, and their four sons) had moved to Ft. Myers. CeeCee, LYLES and the boys were residing in an apartment in Ft. Myers; that being [REDACTED]

[REDACTED] Home telephone number [REDACTED] ROSS commented that this move did not really affect CeeCee's job as a Flight Attendant, since CeeCee was based out of Newark, New Jersey. CeeCee shared an apartment, with four 4 other Flight Attendants, in New Jersey, where she stayed when she was scheduled to fly for several days in a row.

ROSS noted that this year, LYLES and his ex-wife had agreed to allow his LYLES' two sons to go live with their mother, for a year, in Indianapolis. She advised that CeeCee's two sons had spent a good part of the summer living with CeeCee's ex-husband in Ft. Pierce, during which time CeeCee and LYLES had been able to travel and enjoy some time alone. She indicated that frequently throughout the summer, LYLES had flown up to meet CeeCee in a city where she had a "lay over", and they had spent the time sightseeing and enjoying some time together. She

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advised that three weeks ago, she had received a letter from CeeCee (which ROSS held in her hand throughout most of the interview), wherein CeeCee had told her how much she loved her, and how much she appreciated how she ROSS had "stuck by her through so many tough times". ROSS commented that this letter was special to her at the time, but is now something she will cherish forever.

During the Labor Day weekend, CeeCee, LYLES, and CeeCee's boys, had come over from Ft. Myers, Florida, to visit her and other family members in Ft. Pierce, to include LYLES' mother, who also lives in Ft. Pierce. During this visit, ROSS had told CeeCee how surprised she had been by the letter she had received from CeeCee a couple of weeks earlier. CeeCee had responded that she CeeCee felt that she CeeCee had to tell her ROSS how much she loved her and appreciated her, and believed that her ROSS' constant love and support, even during the "bad times", had played a large part in getting her CeeCee to this point in her CeeCee's life where she was so very happy. ROSS commented that it was readily apparent to her, not only from her conversations with CeeCee during that visit, but from observing CeeCee, LYLES, and the boys together, that CeeCee was very happy; she and LYLES were very much in love, CeeCee loved her job as a Flight Attendant, and the boys were doing very well.

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Privacy

ROSS had last spoken with CeeCee on Sunday, 9/9/2001. ROSS is employed as the Finance Director of the Ft. Pierce Housing Authority Office telephone number [REDACTED] and she had gone into the office on Sunday to get some work done. While she was at the office, she was working on the Internet, and CeeCee had apparently gone "on line" and noticed that she ROSS was also "on line". As a result, they engaged in a conversation "on line". CeeCee told ROSS that she and LYLES, and CeeCee's two boys, had just returned, a couple of hours earlier, from a trip to Indianapolis to visit LYLES' two boys. CeeCee had commented that it was a nice visit. ROSS advised that normally when she would call CeeCee, she would do so via CeeCee's cellular telephone that being cellular telephone number: [REDACTED] inasmuch as this was the easiest way to contact CeeCee even when she was flying. As such, she could not recall CeeCee's home telephone number, so she had asked CeeCee to give it to her so that she ROSS could call that evening and talk to her ROSS' grandson, JEROME, and wish him a belated happy birthday, inasmuch

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as he had turned 16 years old the preceding day, Saturday, 9/8/2001. ROSS commented that she does not know why, but for some reason she had printed out this "on-line" conversation she had had with CeeCee; so, like the aforementioned letter she had received from CeeCee, she now has this print out to keep as a treasured memory.

ROSS called CeeCee's home that evening (Sunday, 9/9/2001) to talk to her grandson, JEROME, at which time CeeCee answered the telephone. CeeCee had advised her that JEROME was not home, as he had gone over to a friend's house to play basketball with some friends. Since her grandson was not home, ROSS had talked to CeeCee for awhile. During this conversation, ROSS had inquired as to when CeeCee was scheduled to fly again.

CeeCee told her that she was scheduled to fly out, from Newark, on Tuesday morning, 9/11/2001, so she would be leaving from home Ft. Myers, Florida the following day, Monday, 9/10/2001, and spend the night at the apartment she shared with four other Flight Attendants in Newark, New Jersey.

ROSS advised that she had first learned of the hijacking of CeeCee's flight, on Tuesday morning, 9/11/2001, from CeeCee's husband, LYLES. She recalled that it was a few minutes after 10:00am, and she had just come out of a meeting at her office, when she heard the telephone at her desk ringing. She commented that, due to the timing of the telephone beginning to ring as soon as she walked out of this meeting, she had originally assumed it was probably a co-worker who had observed her walking out of the meeting and wanted to hear about the results of the meeting. She then commented that when she had answered the telephone she was very surprised to hear LYLES' voice; she was even more surprised because he clearly sounded distraught and upset, which was very unlike him.

ROSS recalled that LYLES had advised her that he was calling to tell her that CeeCee had just called him, a few minutes earlier, on her cellular telephone, from the flight, and had informed him that the airplane had been hijacked. LYLES had gone on to tell her that he could hear passengers screaming in the background, during which CeeCee had told him how much she loved him, the children, and the rest of her family, and then the telephone connection had suddenly been cut off. ROSS commented that she could hardly believe what she was hearing. She recalled

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that LYLES was over wrought with worry and fear, and he was talking to her on the cellular phone while he had "UNITED AIRLINES" on another telephone trying to find out if there was any information as to what had happened to the aircraft.

ROSS recalled that it was LYLES who had advised her that he had just learned from "UNITED AIRLINES" that the airplane had crashed into the ground somewhere outside Pittsburgh, Pennsylvania, and there was no indication that there were any survivors. ROSS commented that LYLES was devastated, as was she. She then commented that CeeCee, like herself, as a deeply religious person, so her ROSS' only consolation was that if CeeCee had had the time and presence of mind to call LYLES, she CeeCee had also had the time to first call upon God to give her strength for what she and the other people aboard that airplane were about to face.

ROSS advised that she believes that God wanted her daughter, CeeCee, aboard that aircraft. ROSS also believes that CeeCee, because of the person she was, as well as her prior police training, would not have died without first having put up a fight. ROSS firmly believes that, if it is as it has been reported in the news, namely that several people aboard that aircraft had told loved ones, during cellular telephone calls, that they were going to take action to try to take the aircraft back from the hijackers, CeeCee was among them.

ROSS recalled that she had next gotten a call from CeeCee's ex-husband, ADEMIL CASTRILLO, who told her that he was

prepared to go with her, over to Ft. Myers, to help LYLES and CeeCee's two sons. ROSS commented that although CASTRILLO is CeeCee's ex-husband, he and LYLES enjoy a very friendly, open relationship, particularly as it relates to the two boys. ROSS indicated that CeeCee had made it known, even when she was still employed as a police officer, that if anything were to ever happen to her, she wanted both of the boys to go to live with CASTRILLO. ROSS had agreed that she would allow CASTRILLO to drive her over to Ft. Myers, and had immediately begun packing for the trip.

ROSS recalled that shortly after she had arrived home from work, to begin packing for the trip over to Ft. Myers, she had received a telephone call from [REDACTED] who was one

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of the four Flight Attendants with whom CeeCee shared the apartment in Newark, New Jersey. ROSS advised that she did not know the address of this apartment, but the telephone number is [REDACTED]. She recalled that [REDACTED] had told her that, as was usually the case, CeeCee had come in and awakened him because he had slept through his alarm. [REDACTED] had then told ROSS that, a short time later, he had teased CeeCee, "You better get a move on, girl, or you're going to miss your flight." [REDACTED] told ROSS that CeeCee had not realized how late it was, and had responded that he [REDACTED] was right, and had started running about, at a heightened pace, getting ready to leave for the airport to catch the flight. [REDACTED] had commented to ROSS that he now wished that he had not reminded CeeCee of the time, as she might have missed the flight and still been alive. [REDACTED] had then told ROSS how sorry he was for her loss. ROSS could tell that [REDACTED] was very upset, and she had responded to [REDACTED] by telling him that she ROSS was sure that God had wanted CeeCee aboard that flight, so it was God, not him [REDACTED] Who had made sure that CeeCee had made it on time to the flight.

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ROSS admitted that she is still in a state of shock and does not believe that the full impact of her loss has really hit her yet. She commented that there have already been some days when she has felt "more or less numb", and there are other days when she has suddenly be reminded of something CeeCee said to her or did, and she has found herself crying. ROSS then commented

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that she expects that one day "it will all of a sudden really hit her that CeeCee is gone". She added that she is "just taking it one day at a time", and has spent a great deal of time praying. ROSS commented that, fortunately, her two grandsons, JEROME and JAVON, are living close by, so she is currently preoccupied with making sure that are getting all the support they need to cope with the loss of their mother.

ROSS was queried as to whether she would like to be kept apprised as to the course of the investigation, to which she responded in the affirmative. ROSS commented that she was deeply appreciative of the outpouring of support that she and the rest of CeeCee's family had received from so very many people, even people not previously known to them. She added that she is also very appreciative of the efforts of the FBI to vigorously pursue every avenue of investigation which would identify any and all parties involved, so that hopefully any other such acts could be prevented and other families would not have to experience the grief that she and the rest of CeeCee's family, and the families of the other victims of these terrible attacks, were currently experiencing, and would continue for some time to experience as they are forced to go on with their lives in spite of this tragedy.

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BEGPRODNO : M-INT-00016601
 BEGBATES : 265A-NY-280350-CE-1016
 DATE : 09/12/2001
 FBIDESC : TROY WREGGELSWORTH
 INPUTBATCH : NCTA_004 (1st Batch of unredacted 302's delivered in August)
 FULLTEXT : FD-302 (Rev. 10-6-95)

- 1 -

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/13/2001

RE: LEAD CONTROL NUMBERS DL267 AND CE 66

TROY WREGGELSWORTH, date of birth [REDACTED]

home address [REDACTED]

telephone number [REDACTED]

[REDACTED] was interviewed at his place of employment, AMERICAN AIRLINES AA SOUTHEASTERN RESERVATION CENTER SERO, 500 Gregson Drive, Cary, North Carolina, telephone number [REDACTED] where he is employed as the Systems Analyst. After being advised as to the identity of the interviewing agent and as to the nature of the interview, WREGGELSWORTH provided the following information:

WREGGELSWORTH provided to the interviewing agent three CD ROM recordings of a telephone call received at the SERO on September 11, 2001, at approximately 8:20 A.M., from a Flight Attendant FA aboard Flight 11. The CD ROM recordings made by WREGGELSWORTH were distinct. The first CD ROM recording of the telephone call was in the WAV format as an exact duplicate of the WAV format as it exists on the computer of AA at the SERO as produced by WREGGELSWORTH himself. The second CD ROM contained a copy of the WAV format recording and an exact duplicate of the original recording in its original recorded format which is a ROCKWELL INDUSTRIES proprietary software format. The third CD ROM is an exact duplicate of the second CD ROM. The first two CD ROMS were placed into evidence with the third CD ROM being placed in a 1A envelope as a work copy for investigative purposes.

Bobby?
 ONG?

9/11 Law Enforcement Privacy

Investigation on 09/12/2001 at Cary, North Carolina

File # 265D-NY-280350-CE

Date dictated 09/12/2001

by [REDACTED]

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[PDF page 1]

BEGPRODNO : M-INT-00066390
BEGBATES : 265A-NY-280350-302-17823
DATE : 09/12/2001
FBIDESC : GLENN W CRAMER
INPUTBATCH : NCTA_004 (1st Batch of unredacted 302's delivered in August)
FULLTEXT : FD-302 (Rev. 10-6-95)

Flight 93
calls

9/11 Personal Privacy

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/19/2001

GLENN W. CRAMER, date of birth [redacted] residing at [redacted]
[redacted] home telephone number [redacted] was telephonically contacted at his place of employment, Westmoreland County, Pennsylvania, Department of Public Safety, 40 North Pennsylvania Avenue, Greensburg, PA, telephone [redacted]

After being advised of the identity of the interviewing Agent and the nature of the interview, CRAMER provided the following information:

He is currently employed as a Supervisor with the Westmoreland County, Pennsylvania, Department of Public Safety, at the Westmoreland County 911 Center, and has been employed at the Department of Public Safety for the past ten years.

On Tuesday, September 11, 2001, he was on duty at approximately 9:58 a.m., along with telecommunications officer TCO JOHN SHAW. At that time, individuals employed there were watching the events surrounding the World Trade Center disaster on television.

At approximately 9:58 a.m., SHAW answered a call that came in on Line 1103, which is a line at the Emergency Center for incoming cell phone calls.

His attention was directed to the call answered by SHAW when he heard SHAW state, "You are what hijacked?" At that point in time, he immediately picked up on another phone at the Center referred to as a "spy phone" at which time he heard a male caller who identified himself as ED WART, cell phone number 732-241-6909, speaking. The individual, who identified himself as WART, was talking in a low-tone voice yet in listening to him his voice was one filled with terror.

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Responder/Family
Privacy

The caller advised [redacted] that he was locked in the bathroom of United Flight #93, a 757 jet with lots of passengers, which was en route to San Francisco from Newark. He heard the caller repeat several times to TCO SHAW that the aircraft was being

Investigation on 09/12/01 at PITTSBURGH, PA telephonically
File # 265D-NY-280350-302 Date dictated 09/19/01
by 9/11 Law Enforcement Privacy

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[PDF page 1]

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265D-NY-280350-302

Continuation of FD-302 of GLENN W. CRAMER

, On 09/12/01 , Page 2

hijacked, that he believed the aircraft was going down, and that some sort of explosion had occurred aboard the aircraft. The male caller also stated that there was white smoke somewhere on the plane.

During the conversation he heard between the male caller and SHAW, the male caller did not indicate whether he was located in the front or rear bathroom of the aircraft nor did he say anything about the number of hijackers on board the flight, their race, or their sex. The caller made no statements regarding any weapons that the hijackers had in their possession and made no statement regarding any bombs other than the fact that he had heard some sort of explosion aboard the aircraft.

The cell phone call received from the individual, who identified himself as ED WART, contained static but the phone call itself was constant in that he CRAMER could hear it as it transpired.

Based on what he heard, he immediately got off of the phone and advised the other supervisor present at the time, identified as ED MILLIRON, of the facts and that the aircraft was possibly going down. Other individuals located in the Emergency 911 Center were instructed to notify the FAA and the FBI, and he notified RICHARD MADISON, Director of Westmoreland County 911, of what was transpiring.

He advised that at approximately the same time as the cell phone call was received, the Westmoreland County 911 Center received a telephone call from an individual identified as WALTER ASTONISEN, who resides in Acme, PA, Mt. Pleasant Township. ASTONISEN advised that he had observed a large plane heading in a northeast direction and that the plane was banking left and right. Based on where ASTONISEN advised he was located, and the path of flight indicated by ASTONISEN, Somerset County 911 Center was notified of such, and that an aircraft might be going down.

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BEGPRODNO : M-INT-00125577
BEGBATES : 265A-NY-280350-302-107608
DATE : 09/11/2001
FBIDESC : JOHN W SHAW
INPUTBATCH : NCTA_004 (1st Batch of unredacted 302's delivered in August)
FULLTEXT : FD-302 (Rev. 10-6-95) 9/11 Personal Privacy

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calls

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/13/2001

On September 11, 2001, at approximately 12:15 p.m., JOHN W. SHAW, Telecommunications Officer for Westmoreland County 911 Emergency Center, Pennsylvania Avenue, Greensburg, Pennsylvania PA, 15601, Date of Birth DOB [REDACTED] Social Security Account Number SSAN [REDACTED] business telephone number [REDACTED] was interviewed at his place of employment and stated essentially the following:

At approximately 9:58 a.m. SHAW answered an incoming call at the 911 Emergency Center on what SHAW identified as the cell phone line, 1103, and heard a male caller in an excited voice state he needed help, "There is a hijacking on a plane." SHAW requested the location of the caller, to which the male explained he was locked in the restroom of the aircraft. SHAW requested the caller to identify himself, to which the caller responded, "Ed." SHAW believes the caller then said his last name was "Wart."

SHAW advised that "Ed" stated he was on Flight 93, a 757 type aircraft, from Newark to San Francisco, and there were not a lot of passengers on board. "Ed" provided his cell phone number as 732-241-6909.

SHAW explained that the call was intermittent in-so-far-as he, SHAW, lost contact with "Ed" on several occasions during the duration of the call, which he described as short. While the call was in progress, SHAW summoned his co-workers for assistance to call the Federal Aviation Administration FAA and report the hijacking of Flight 93. Shaw returned back to "Ed" and attempted to reestablish communication, however, was unsuccessful.

SHAW was asked and affirmed that he had made handwritten notes relative to this call. SHAW was requested and agreed to sign, date and turn over the notes to your assigned. The notes will be maintained in the 1-A section of this file.

Investigation on 9/11/2001 at Greensburg, PA

File # 265A-NY-280350-302
by 9/11 Law Enforcement Privacy

Date dictated 9/13/2001

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BEGPRODNO : M-INT-00124732
BEGBATES : 265A-NY-280350-302~106714
DATE = 09/11/2001
FBIDESC : RICHARD J KETTELL
INPUTBATCH : NCTA_004 (1st Batch of unredacted 302's delivered in August)
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/11/2001

RICHARD J. KETTELL, Air Traffic Manager, Federal Aviation
Administration FAA, Cleveland Air Route Traffic Control Center,

[REDACTED] telephone
number [REDACTED] cell phone

[REDACTED] was interviewed at his
place of employment. KETTELL, after having been apprised of the
official identity of the interviewing agents and that the nature of
the interview concerned FAA recordings and flight data for a
9/11/2001, United Airlines UA Flight FLT. #93, en route from
Newark, NJ to San Francisco, CA, KETTELL provided the following
information:

KETTELL advised that BOB HERAK, Air Traffic Control
Facility was compiling the flight recordings for United Airline
Flight 93. The interviewing agents reviewed along with HERAK the
flight recordings and radar data for UA FLT. 93.

The flight data recordings, maintained in Greenwich Mean
Time GMT, indicate that there were the following voice
transmissions:

	TIME	AUDIO
1.	9:28:19 a.m. GMT 13.28.19	Brief noise in cockpit of hollering, inaudible
2.	9:28:53 a.m. GMT 13.28.53	Screaming sounds in cockpit
3.	9:32:02 a.m. GMT 13.32.02	Male voice; the word "bomb" is heard
4.	9:39:15 a.m. GMT 13:39:15	Male with Middle Eastern accent heard saying, "The captain would like you to remain seated. We have a bomb on board. We are going back to the airport until our demands are met. Remain quiet."

Investigation on 9/11/2001 at
Oberlin, Ohio

File # 265D-NY-280350-CV
by [REDACTED]
9/11 Law Enforcement Privacy

Date dictated 9/11/2001

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[PDF page 1]

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Continuation of FD-302 of RICHARD J. KETTEL

, On 9/11/2001 , Page 2

In addition to the voice recordings information from the flight data indicated the following:

TIME	ACTION/COMMENT
9:36:05 GMT 13:36:05	UA FLT. 93 begins to turn from its assigned flight path to San Francisco. The airline begins to turnaround.
9:39:00 GMT 13:39:00	UA FLT. 93 completes turnaround and is flying eastbound.
9:40:56 GMT 13:40:56	UA FLT. 93, the aircraft's transponder is turned off.
10:02:15 GMT 14:02:15	UA FLT. 93, alters easternly flight path, turns due south/easternly.
10:02:50 GMT 14:02:50	UA FLT. 93, transponder is reactivated for approximately 20 seconds. The aircraft reports an altitude of 8,200 feet.
10:03:59 GMT 14:03:59	UA FLT. 93, flight goes into a "coast" pattern on control screen. Radar contact is lost. A subsequent report was received by the control facility from a military C-130 aircraft screen identifier GOFER06 of seeing smoke in the area where the plane was last tracked.

[PDF page 2]

BEGPRODNO : M-INT-00112509
BEGBATES : 265A-NY-280350-302~96202
DATE : 01/16/2002
FBIDESC : MARK RUGG
INPUTBATCH : NCTA_004 (1st Batch of unredacted 302's delivered in August)
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 01/16/2002

On 10/31/2001 MARK RUGG, Manager of Network Operations, GTE Airfone Incorporated, [REDACTED] was interviewed via telephone by Special Agent [REDACTED] 9/11 Law Enforcement Privacy of the Newark Division. Having been advised of the identity of the interviewing agent and the purpose of the interview, RUGG provided the following information:

RUGG advised that he would 9/11 Law Enforcement Privacy documentation of all GTE Airfone phone calls made from United Airlines UA Flight 93 on 9/11/2001.

On 11/9/11 Law Enforcement Privacy a Federal Express package from RUGG. The package contained the following documents:

1. A seating diagram consistent with UA Flight 93.
2. A three 3 page spreadsheet depicting GTE Airfone call activity on UA Flight 93 on 9/11/2001 which included the date of call, the time of call, call billing information, number dialed, distribution unit and terminal unit.
3. A spread sheet which lists approximate seat locations of GTE Airfone phones as determined by the distribution unit and terminal unit.

The above listed items have been placed in a 1A envelope and retained in the 1A section of this file.

Investigation on 10/31/01 at Oak Brook, IL telephonically

File # 265A-NY-280350-302 Date dictated
by [REDACTED] 9/11 Law Enforcement Privacy

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[PDF page 1]

BEGPRODNO : M-INT-00048956
 BEGBATES : 265A-NY-280350-302-63761
 DATE = 09/11/2001
 FBIDESC : INTERVIEW OF ALICE ANN HOGLAN, ICF SF3
 INPUTBATCH : NCTA_004 (1st Batch of unredacted 302's delivered in August)
 FULLTEXT : 09/11/01

Reference Lead Control #3

Alice Ann Hoglan, a white female, date of birth [REDACTED]
 [REDACTED] residing at [REDACTED]
 [REDACTED] telephone number [REDACTED] cellular telephone number [REDACTED]
 [REDACTED] telephonically contacted the Federal Bureau of
 Investigation. 9/11 Law Enforcement Privacy [REDACTED] traveled to
 [REDACTED] in order to conduct
 the interview. Participating in the interview were Alice Hoglan,
 Kathleen Brady Hoglan, and Carol Phipps. After being advised of
 the identity of the interviewing agents, the following
 information was provided:

Carol Phipps, a white female, date of birth [REDACTED]
 residing at [REDACTED]
 [REDACTED] advised that she is a family friend and is staying with the
 Hoglan family at [REDACTED] in order to help care for
 the Hoglan's newborn triplets. Phipps advised that at about
 6:35am PST on 09/11/01 the telephone rang. Phipps answered the
 telephone but no one was on the line. A few minutes later the
 telephone rang again. The caller, a male, stated, "Get Alice or
 Kathy quickly."

Phipps asked, "Is this Lee?"

The caller stated, "No, get Alice or Kathy quickly!"

Phipps called out for Alice or Kathy. Kathy Hoglan
 took the telephone.

Kathleen Brady Hoglan, a white female, date of birth [REDACTED]
 [REDACTED] residing at [REDACTED]
 [REDACTED] telephone number [REDACTED] provided the following
 information:

As she ran to answer the telephone, she looked at the
 clock. The time was 6:44 a.m. PST. Hoglan recognized the
 caller's voice as that of her nephew, Mark Bingham. Bingham
 stated:

"This is Mark, I want to let you guys know that I love

09/11/01 San Jose, California

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9/11 Law Enforcement Privacy

(PDF page 1)

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Hoglan 09/11/01 2

you, in case I don't see you again. I'm on United Airlines,
Flight 93. It's being hijacked."

Hoglan said, " We love you too. Let me get your mom."

Hoglan then called out for Bingham's mother, Alice.

9/11 Personal Privacy

Alice Hoglan is staying at [REDACTED] in order to help her brother and his wife, Kathy Hoglan, with their newborn triplets. She picked up the telephone and recognized the voice of her son, Mark Bingham. He stated the following:

" Hello mom, this is Mark Bingham. I'm flying from Newark to San Francisco. I'm calling from the air phone. The plane has been taken over by three guys. They say they have a bomb."

Hoglan asked, "Who are these guys?"

Mark answered, "Yes, it's true . . . " The phone went dead in the middle of his sentence.

Alice Hoglan advised that the entire time Bingham was on the telephone was no more than three minutes. She left messages on his cell phone voice mail with the hope that he would hear them.

Alice Hoglan advised that the caller was her son, Mark Kendell Bingham, a white male, date of birth 05/22/70. He is unmarried and travels between San Francisco and New York regularly in his business. He is in public relations and owns his own company The Bingham Group. His address is 429 W. 24th Street, Apt. 1 E, NY NY 10011-1225, telephone number 646638-9358.

[PDF page 2]

BEGPRODNO : M-INT-00023168
BEGBATES : 265A-NY-280350-302~38720
DATE : 09/11/2001
FBIDESC : ORIG RECORDING OF A CELL PHONE CALL ON FLIGHT 93 ON 9/11/01
INPUTBATCH : NCTA_004 (1st Batch of unredacted 302's delivered in August)
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/11/2001

On 09/11/2001 the interviewing Special Agent received one original recording of a cellular telephone call made by a passenger on United Airlines flight number 93 to the Department of Public Safety, 40 North Pennsylvania Avenue, Greensburg, Pennsylvania, 15601. [9/11 Law Enforcement Privacy] Pennsylvania Office of the Attorney General, Bureau of Criminal Investigation, of the Joint Terrorism Task Force, delivered the recording to the interviewing Special Agent at 1:35 p.m.

Investigation on 09/11/2001 at Charleroi, Pennsylvania

File # 265A-NY-280350-302 Date dictated 09/11/2001
b9/11 [9/11 Law Enforcement Privacy]

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[PDF page 1]

BEGPRODNO : M-INT-00074202
BEGBATES : 265A-NY-280350-302~25306
DATE : 09/17/2001
FBIDESC : FIUMANO, FRED
INPUTBATCH : NCTA_004 (1st Batch of unredacted 302's delivered in August)
FULLTEXT : FD-302 (Rev. 10-6-95)

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9/11 Personal Privacy

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/20/2001

FRED No Middle Name NMN FIUMANO, date of birth [REDACTED]
[REDACTED] Social Security account number [REDACTED] owner of
Fred's Auto Repair and Auto Wholesalers, 108-02 Atlantic Avenue,
Richmond Hill, New York, telephone number [REDACTED] was
interviewed at the above address. After being advised of the
identity of the interviewing agents and the nature of the
interview, he provided the following:

FIUMANO had a long term relationship with MARION BRITTON,
but they did not live together. FIUMANO and BRITTON had dinner
together on the night of 09/10/01 which is the last time that
FIUMANO saw BRITTON. On the morning of 09/11/01, BRITTON took a
car service from her residence in Brooklyn, New York to Newark
Airport to depart at 8:00am on United Airlines flight #93 to San
Francisco. BRITTON was traveling to San Francisco in relation to
her employment with the United States U.S. Census Bureau, New
York, New York. BRITTON was traveling with Ms. MARTINEZ, who was
also an employee of the U.S. Census Bureau in New York and in
charge of computers for that agency. BRITTON did not want to go on
the trip, but did it as a favor to MARTINEZ.

At approximately 9:30am or 9:45am on 09/11/01, BRITTON
called FIUMANO at telephone number [REDACTED]. In substance
the conversation was as follows: BRITTON said her plane was
hijacked and told FIUMANO to take down the phone number 410 788-
1343. FIUMANO told her not to worry because they would probably
just take her to some other country. BRITTON said the hijackers
had cut two passengers throats. FIUMANO told her that two planes
had crashed into the World Trade Center, and BRITTON responded that
she knew. BRITTON said they were turning and going to crash.
FIUMANO then heard a lot of screaming and then the phone went dead.

FIUMANO immediately tried to call BRITTON back at 410
788-1343, but got a message to the effect that the phone was not in
service. Given the phone number BRITTON had given him, FIUMANO
assumed she had borrowed a cell phone from another passenger.
BRITTON's personal cell phone number was 917 842-2697. During
the phone conversation with FIUMANO, BRITTON did not mention any
identifying information about the hijackers, how many there were,

Investigation on 09/17/2001 at Richmond Hill, New York

File # 265A-NY-280350-302
by [REDACTED] 9/11 Law Enforcement Privacy

Date dictated N/A

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[PDF page 1]

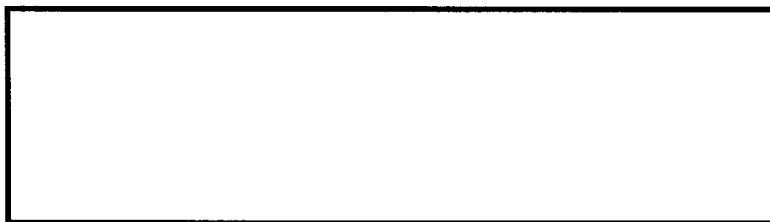
FD-302a (Rev. 10-6-95)

265A-NY-280350-302

Continuation of FD-302 of Fred NMN Fiumano , On 09/17/2001 , Page 2

how they were armed, where they currently were on the plane, who was currently flying the plane, where the plane's destination was, or what other passengers on the plane were currently doing. BRITTON did not tell FIUMANO how she knew about the two planes crashing into the World Trade Center.

FIUMANO described BRITTON as: MARION BETTY BRITTON, a white female, date of birth 04/28/year unknown, 5'6", 190 pounds, with brown hair, green eyes, pierced ears, upper dentures, diabetes, home address 880 64th Street Apartment 5K, Brooklyn, New York, home telephone number 718 680-7536, cellular telephone number 917 842-2697, who typically wore a diamond ring on the ring finger of her right hand and a large, approximately one inch wide gold ring on the ring finger of her left hand, and never wore a watch.



[PDF page 2]

9/11 Personal Privacy

BEGPRODNO : M-INT-00016592
BEGBATES : 265A-NY-280350-CE~1013
DATE : 09/12/2001
FBIDESC : RAY CORNELL SCOTT
INPUTBATCH : NCTA_004 (1st Batch of unredacted 302's delivered in August)
FULLTEXT : FD-302 (Rev. 10-6-95)

9/11 Personal Privacy

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/12/2001

RE: LEAD CONTROL NUMBERS: DL267 AND CE66

RAY CORNELL SCOTT, date of birth [REDACTED]
residing at [REDACTED]
telephone number [REDACTED] was interviewed at his place of
employment, AMERICAN AIRLINES AA SOUTHEASTERN RESERVATIONS
OFFICE, 500 Gregson Drive, Cary, North Carolina, telephone number
[REDACTED] SCOTT was advised of the official identity of the
interviewing agent and the nature of the interview. He then
provided the following information:

On September 11, 2001, SCOTT was the manager on duty at
the Information Center when he received a report of an emergency
telephone call which was being handled by a representative in the
International Department.

SCOTT was informed the call concerned a hijacking and
went to the station of VANESSA MINTER whom he replaced on the
telephone call. When SCOTT began listening to the call,
Operations Specialist NYDIA GONZALEZ was already on the line.
GONZALEZ was handling the dialogue with the individual who placed
the call and SCOTT simply listened.

SCOTT learned that the individual who placed the call
was a Flight Attendant named BETTY. BETTY further identified
herself as being Flight Attendant Number 3 on AA Flight 11.
Flight Attendant Number 3 was the AA designation for the
attendant who serviced the coach section of the plane and was
typically stationed in the rear of the aircraft. BETTY (LAST
NAME UNKNOWN)(LNU) was questioned as to whether there were any
injuries. BETTY stated the individual who was seated in 9B,
further described as a Mr. LEWIN, appeared to be dead. Flight
Attendant Number 1 was stabbed and in serious condition. Flight
Attendant Number 1 had been placed on oxygen. Flight Attendant
Number 5 had also been stabbed, but was not described as being in
serious condition. SCOTT explained that Flight Attendant Number
1 is the Head Flight Attendant and typically services the First
Class area of the plane. Flight Attendant Number 5 could be
responsible for working anywhere on the cabin.

Investigation on 09/12/2001 at Cary, North Carolina

File # 265D-NY-280350-CE Date dictated 09/12/2001
by 9/11 Law Enforcement Privacy

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[PDF page 1]

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265D-NY-280350-CE

Continuation of FD-302 of RAY CORNELL SCOTT , On 09/12/2001 , Page 2

SCOTT listened as BETTY relayed that a passenger who was seated in 10B was currently in the cockpit. This passenger's name was provided and phonetically reported as SAMIR AL ASAQUAMI.

BETTY informed the First Class passengers had been moved to the coach section but did not specify if this was done by the flight crew or the hijackers. It appeared to SCOTT that BETTY LNU was getting her information from another individual and relaying it to the Reservations Office.

BETTY began explaining that the plane was rapidly descending and that they were going down fast. Thereafter, the phone call was disconnected. SCOTT looked at the clock which indicated the time was approximately 8:43 A.M.

Throughout the conversation, Flight Attendant BETTY LNU provided no indication of where the aircraft was headed or the purpose of the hijacking attempt.

SCOTT estimated he listened to approximately ten minutes of a conversation which was reported to be in excess of twenty 20 minutes in length.

SCOTT overheard no reference to the total number of flight attendants, the total number of hijackers, or how soon the event occurred after takeoff.

SCOTT had no indication as to what was used to stab the flight attendants.

[PDF page 2]

4 Flights

BEGPRODNO : M-INT-00001414
BEGBATES : 265A-NY-280350-2755
DATE = 09/12/2001
FBIDESC : ASAC AND SA CONTACTING J.DAVID.CANOLAS,MANAGER,AIR TRAFFIC E
INPUTBATCH : NCTA_004 (1st Batch of unredacted 302's delivered in August)
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/12/2001

J. David Canoles, Manager, Air-Traffic Evaluation and
Investigation Staff, Federal Aviation Administration-FAA, 800

Independence Avenue SW, Washington, DC 20591, telephone [REDACTED]

[REDACTED] was contacted at his place of employment by Assistant Special

9/11 Law Enforcement Privacy

9/11 Law Enforcement Privacy advised of the identities of the
investigating Agents and of the nature of the investigation. Mr.
Canoles provided the following information:

American Airlines Flight 11

American Airlines Flight 11 AA11 was a Boeing 767 which
departed from Boston with a scheduled destination of Los Angeles.
It was the first of two aircraft which crashed into the World Trade
Center.

A review of FAA Air Traffic Control radar data showed
that AA11 departed from Boston and headed west towards Los Angeles.
AA11 turned south near Albany and followed the Hudson River. By
this time, the transponder had been turned off. Mr. Canoles
characterized this as indicative of knowledge of the aircraft and
air traffic control procedures. AA11 subsequently crashed into the
World Trade Center.

A review of recordings of radio traffic disclosed two
transmissions from AA11.

The controller asked if that was American 11 trying to
call.

In the first transmission, the speaker said that we have
some planes; just stay quiet and it will be okay, we are returning
to the airport.

The controller asked who was trying to call. The
controller asked if American 11 was trying to call.

Investigation on 09/12/2001 at Washington, DC

File # 265D-NY-280350 Date dictated 09/12/2001
by [REDACTED] 9/11 Law Enforcement Privacy

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265D-NY-280350

Continuation of FD-302 of J. David Canoles , On 09/12/2001 , Page 2

In the second transmission, the speaker said nobody move, everything is okay, if you try to make any move you will injure yourself and the airplane, just stay quiet.

American Airlines Flight 77

American Airlines Flight 77 AA77 was a Boeing 757 which departed from Dulles with a scheduled destination of Los Angeles. It subsequently crashed into the Pentagon.

A review of FAA Air Traffic Control radar data showed that AA77 departed from Dulles, climbed rapidly, and headed west towards Los Angeles. Mr. Canoles characterized the rapid climb as consistent with a lightly loaded aircraft. The transponder was turned off. Mr. Canoles characterized this as indicative of knowledge of the aircraft and air traffic control procedures.

AA77 turned and headed east. AA77 turned northeast and then back east again. AA77 made a tight 360 degree turn and crashed into the Pentagon. Mr. Canoles characterized the tight 360 degree turn as indicative of piloting skills and extraordinary navigation skills.

A review of recordings of radio traffic disclosed no voice contact with AA77.

United Airlines Flight 93

United Airlines Flight 93 UA93 was a Boeing 757 which departed from Newark with a scheduled destination of San Francisco. It subsequently crashed in the vicinity of Somerset, Pennsylvania.

A review of radar data and radio traffic recordings from the Cleveland Regional Air Traffic Control Center disclosed the following:

Cleveland called United 93 to advise of traffic with no response. By this time, the transponder had been turned off. Mr. Canoles characterized this as indicative of knowledge of the aircraft and air traffic control procedures.

The first of three transmissions from UA93 consisted of several shouts and screams, possibly with the word MAYDAY. Mr.

[PDF page 2]

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Continuation of FD-302 of J. David Canoles , On 09/12/2001 , Page 3

Canoles characterized this transmission as consistent with the flight crew keying the microphone.

After the first transmission, UA93 went into a shallow descent of approximately 400 feet and returned to its former altitude. Mr. Canoles characterized this as consistent with a new pilot taking the controls.

A second transmission was heard, consisting of shouts and screams, possibly with the words MAYDAY MAYDAY and dying. Mr. Canoles characterized this transmission as consistent with the flight crew keying the microphone.

Cleveland called United 93 several times with no response.

An aircraft asked Cleveland about a problem on the East Coast. Mr. Canoles believed that this probably referred to advisories or flow controls which the FAA had issued as a result of the first crash at the World Trade Center.

Cleveland continued calling United 93 with no response. Cleveland also queried three other aircraft who reported hearing the screams.

In the third and final transmission, the speaker said ladies and gentlemen, please sit down, remain in seat, we have a bomb aboard. The person making this transmission apparently believed that he was using the public address system to speak to the passengers when in fact he was talking on the radio.

United Airlines Flight 175

United Airlines Flight 175 UA175 was a Boeing 767 which departed Boston with a scheduled destination of Los Angeles. It was the second aircraft to crash into the World Trade Center.

A review of FAA Air Traffic Control radar data showed that UA175 departed from Boston and headed west towards Los Angeles. UA175 turned left and headed east, flying through Newark Airport's airspace. By this time, the transponder had been turned off. Mr. Canoles characterized this as indicative of knowledge of the aircraft and air traffic control procedures. UA175 turned in a circle around New York City. Mr. Canoles characterized the flight

[PDF page 3]

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Continuation of FD-302 of J. David Canoles , On 09/12/2001 , Page 4

through Newark Airport's airspace and the turn as indicative of piloting skills and extraordinary navigation skills. UA175 subsequently crashed into the World Trade Center.

A review of recordings of radio traffic disclosed no voice contact with UA175.

Mr. Canoles provided the Agents with the following items:

1. Working copy of a compact disc containing four files depicting the radar display of each flight and two audio files containing the radio transmissions of AA11 and UA93. Mr. Canoles cautioned that this was a working copy and did not have the best resolution and fidelity.
2. Copy of Alert Bulletin, AA11, UA175, UA93, and AA77.
3. Copy of Alert Bulletin, Aircraft Accident, AA11.
4. Copy of Alert Bulletin, Aircraft Accident, AA77.
5. Copy of Alert Bulletin, Aircraft Accident, UA93.
6. Copy of Alert Bulletin, Aircraft Accident, UA175.

[PDF page 4]

BEGPRODNO : M-INT-00084176
BEGBATES : 265A-NY-280350-NH-3718
DATE : 09/11/2001
FBIDESCR : INTERVIEW OF JAMES R CANDEE
INPUTBATCH : NCTA_004 (1st Batch of unredacted 302's delivered in August)
FULLTEXT : FD-302 (Rev. 10-6-95)

9/11 Personal Privacy

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/12/2001

JAMES R. CANDEE, Captain, Easton Police Department

was interviewed at the Easton Police Department headquarters and he voluntarily furnished the following information:

Captain CANDEE confirmed that LEE HANSON telephoned the Easton PD to advise of receipt of a telephone call from his son, PETER HANSON who was aboard the hijacked United Airlines Flight 175 which departed Boston.

According to Captain CANDEE, LEE HANSON called in on the Easton PD 911 line, which is digitally tape recorded, at approximately 8:55 a.m.

HANSON had related to CANDEE the same information, with less detail, than he had related to interviewing agents.

Captain CANDEE indicated he would secure the tape of the HANSON 911 call and copy it onto a separate cassette tape.

Captain CANDEE also spoke telephonically with 9/11 Law Enforcement Privacy of the Bridgeport Office regarding the above information.

Investigation on 09/11/2001 at Easton, Connecticut

File # 265D-NY-280350-NH Date dictated 09/12/2001
by 9/11 Law Enforcement Privacy

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Flight 175

BEGPRODNO : M-INT-00001552
BEGBATES : 265A-NY-280350-302~1166
DATE : 09/12/2001
FBIDESC : TODD BAILEY INTERVIEW^{9/11} Law Enforcement Privacy
INPUTBATCH : NCTA_004 (1st Batch of unredacted 302's delivered in August)
FULLTEXT : 09/12/01

Todd Bailey [redacted] was interviewed at his home. Also present during the interview were Todd's two aunts, both his mother's sisters, Barbara Pothier and Maureen Pothier. After being advised of the identity of the interviewing agent and the nature of the interview, Todd provided the following information:

Todd's father Garnet Bailey, also known as Ace, was on board United flight #175 bound for Los Angeles, CA, that crashed in to the World Trade Center and is presumed dead. Garnet Bailey made the trip from Boston to Los Angeles regularly as he is employed as the Director of Professional Scouting for the Los Angeles Kings of the National Hockey League. Garney was driven to Logan Airport by his wife, Katherine Bailey, at approximately 6:45am on 9/11/2001.

Garnet Bailey was sitting in the first class section of the aircraft along with his colleague Mark Bavis, also a scout for the L.A. Kings.

Shortly before 9:00am, Katherine received a telephone call at home on her business line. [redacted] She picked up the line and only heard static. Immediately thereafter, at 8:58am according to her caller identification system, Katherine received a call on her home phone [redacted]. Katherine hurried to answer the call but only got a dial tone. [redacted]

Both retired NHL players

9/11 Personal Privacy

09/12/01 Lynnfield, MA

265D-NY-280350

09/12/01

9/11 Law Enforcement Privacy

[PDF page 1]

BEGPRODNO : M-INT-00029726
BEGBATES : 265A-NY-280350-302-60656
DATE : 09/11/2001
FBIDESC : INTERVIEW OF LORI LYNN KEYTON
INPUTBATCH : NCTA_004 (1st Batch of unredacted 302's delivered in August)
FULLTEXT : FD-302 (Rev. 10-6-95)

9/11 Personal Privacy

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/14/2001

Lori Lynn Keyton, Secretary, Department of Justice DOJ, Washington, D.C., telephone number [REDACTED] date of birth [REDACTED] was contacted telephonically at her residence through the DOJ Command Center at [REDACTED]. After being advised of the identity of the interviewing agent and the nature of the interview, Keyton provided the following information:

Keyton was working in Ted Olson's Office this morning. She is regularly called there to cover the telephones. At approximately 9:00am, she received a series of approximately six 6 to eight 8 collect telephone calls. Each of the calls was an automated collect call. There was a recording advising of the collect call and requesting she hold for an operator. A short time later another recording stated that all operators were busy, please hang up and try your call later.

Keyton then received a collect call from a live operator. The operator advised that there was an emergency collect call from Barbara Olsen for Ted Olsen. Keyton advised that she would accept the call. Barbara Olsen was put through [REDACTED]. Barbara Olsen said, "Can you tell Ted..." Keyton cut her off and said, "I'll put him on the line..."

There was a second telephone call a few to five 5 minutes later. This time Barbara Olsen was on the line when she answered. She called direct. It was not a collect call. Barbara Olsen said, "It's Barbara..." Keyton said, "he's on the phone with the command center, I'll put you through."

Keyton advised that there is no caller identification feature on the phone she was using. Keyton didn't know if Barbara Olsen was calling from the phone on the plane or from her cell phone.

9/11 First
Responder/Family
PrivacyInvestigation on
9/11/01at
Washington, D. C.

telephonically

File #
265D-NY-280350-302

Date dictated

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BEGPRODNO : M-INT-00020753
BEGBATES : 265A-NY-280350-TP-419
DATE = 09/12/2001
FBIDESC : LORNE LYLES; TP0026 & TP0730
INPUTBATCH : NCTA_004 (1st Batch of unredacted 302's delivered in August)
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/12/2001

LORNE LYLES, black male, Date of Birth DOB [redacted]
[redacted] Social Security Account Number SSAN [redacted] home
address [redacted] telephone [redacted]
[redacted] cellular telephone [redacted]
[redacted] telephone number [redacted] provided the following information
upon being advised of the identity of the interviewing Agent and
the purpose of the interview:

LYLES is a City of Fort Myers police officer. His wife,
CECE LYLES was a stewardess on board UNITED AIRLINES, Flight 93,
which left Newark, New Jersey at approximately 8:00 AM eastern time
on September 11, 2001.

LYLES met CECE LYLES at FORT PIERCE HIGH SCHOOL. LORNE
became a dispatcher with the FORT PIERCE POLICE DEPARTMENT in 1995.
CECE LYLES was a police officer with the FORT PIERCE POLICE
DEPARTMENT at that time. On May 1, 2000, they married. CECE LYLES
left the police department on December 11, 2001 and started her
training with UNITED AIRLINES as a stewardess. LORNE LYLES went
to work for the FORT MYERS POLICE DEPARTMENT on January 8, 2001.

LORNE LYLES explained that CECE LYLES had received "ready
reserved" flight assignments with UNITED AIRLINES. On Monday,
September 10, 2001, she left Fort Myers and flew to Chicago via
UNITED AIRLINES, Flight 1699. In Chicago, she had a five hour
delay until she was able to obtain a flight from Chicago to Newark.
She arrived in Newark at 11:00 PM and called LYLES via her cell
phone and spoke with him at that time. She told him she was taking
a taxi to the location that she rents with other stewardesses in
Newark. He noted there was nothing out of the ordinary about her
conversation.

LYLES explained that he works the 9PM-7AM shift. CECE
LYLES called him on the morning of September 11, 2001 at
approximately 5:00 AM. She informed him that she was getting ready
to go to work. She asked him how his shift was going. She
continued talking to him on her way to the airport and while she
was walking through the airport. LYLES commented that there was
nothing unusual noted in the conversation. At approximately 7:00

Investigation on 9/12/01 at Fort Myers, Florida

TP-0026

File #

265D-NY-280350-TP

Date dictated

9/12/01

by

9/11 Law Enforcement Privacy

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FD-302a (Rev. 10-6-95)

265D-NY-280350-TP TP-0026

Continuation of FD-302 of LORNE LYLES

, On 9/12/01 , Page 2

AM, she disconnected when she went into her morning briefing with UNITED AIRLINES. At 7:20 AM, she re-contacted LYLES via her cell phone. She talked with LYLES while she was walking toward the plane and disconnected the phone once she got to the security gate. She re-connected while walking to the plane. CECE LYLES told LORNE LYLES that she was going to have an easy day due to the flight load. She said that there was twenty-four passengers scheduled for coach class and eleven first class passengers. There were also five flight attendants aboard the flight. She was working in coach class that day. When she got to the gate to get onto the airplane, she told LYLES she had to disconnect because a supervisor was at the gate. LYLES commented that usually there is not a supervisor at the gate and she usually continues talking until she gets onto the airplane. LYLES instructed her to call him when she got to San Francisco.

LYLES advised that he went home and took his six year old son to school. After dropping his son off at school, he came home, watched ESPN Sports Center, ate breakfast and then went to sleep.

At 9:58 AM, LORNE LYLES received a call at home from her cellular telephone. LYLES was in a deep sleep at the time and he awoke. LYLES commented that CECE LYLES' telephone number 941-823-2355 was the number on the caller ID. LYLES subscribes to the SPRINT cellular telephone network.

The following was a discourse of the conversation:

LL: Hey baby. How you doing?
CCL: Babe, my plane is being hijacked, my plane is being hijacked.
CCL: Babe, they are forcing their way into the cockpit.
CCL: They forced their way into the cockpit.

LYLES commented that she spoke in past tense, indicating that the hijackers had made their way into the cockpit. LYLES recalled the following series of statements:

CCL: Babe, I called to tell you I love you, tell the kids that I love them.

[PDF page 2]

FD-302a (Rev. 10-6-95)

Continuation of FD-302 of LORNE LYLES , On 9/12/01 , Page 3

CCL: Oh Lord, it feels like the plane
is going down.

Thereafter, LORNE LYLES heard screaming in the background
and the phone went dead. LYLES did not hear anyone giving
commands.

[PDF page 3]

BEGPRODNO : M-INT-00016596
BEGBATES : 265A-NY-280350-CE-1014
DATE : 09/11/2001
FBIDESC : LARRY DAVID YARBROUGH
INPUTBATCH : NCTA_004 (1st Batch of unredacted 302's delivered in August)
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/13/2001

RE: LEAD CONTROL NUMBERS DL267 AND CE66

LARRY DAVID YARBROUGH, white male, date of birth [REDACTED]

home address [REDACTED]

telephone number [REDACTED]

North Carolina

driver's license number [REDACTED] was interviewed at his place of assignment, AMERICAN AIRLINES AA SOUTHEASTERN RESERVATION CENTER SERO, located in Cary, North Carolina. After being advised as to the identity of the interviewing agent and as to the nature of the interview, YARBROUGH provided the following information:

YARBROUGH stated that he was employed by ROCKWELL ELECTRONIC COMMERCE and was assigned on site to the AA SERO facility in Cary, North Carolina, utilizing telephone number [REDACTED]

YARBROUGH stated he had been assigned to this facility in this capacity for approximately one year as of September 2001. YARBROUGH stated he had been employed by ROCKWELL for 14 months and had previously been employed by the United States Navy.

YARBROUGH was familiar with a telephone call that was placed to the SERO facility on September 11, 2001, from AA Flight 11. YARBROUGH stated according to the computer system in place at the SERO, the emergency button was activated on that telephone call to begin recording at 8:20 A.M., EST.

YARBROUGH stated that any information needed concerning the proprietary software needed to listen to the conversation recorded by the ROCKWELL system could be sought through ROCKWELL representative, CHARLES RICHARDSON, home telephone number [REDACTED] or cellular telephone number [REDACTED]

Investigation on 09/11/2001 at Cary, North Carolina

File # 265D-NY-280350-CE

Date dictated 09/12/2001

by 9/11 Law Enforcement Privacy [REDACTED]

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BEGPRODNO : M-INT-00001530
BEGBATES : 265A-NY-280350-302-1123
DATE : 09/13/2001
FBIDESC : ROBERT D. MACY INTERVIEW BY 9/11 Law Enforcement Privacy
INPUTBATCH : NCTA_004 (1st Batch of unredacted 302's delivered in August)
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/13/2001

ROBERT D. MACY, date of birth [REDACTED] SSN [REDACTED]
[REDACTED] home address [REDACTED]
[REDACTED] telephone number [REDACTED] Director Community
Services, Arbour Trauma Center, Boston, MA, was interviewed at the
Hilton Hotel, Logan Airport and provided the following information:

MACY spoke with his wife, DICKI JOHNSON MACY, who advised
that the wife of her brother THOMAS STRONG ELSA STRONG received a
telephone call from her sister who was aboard United Airlines
Flight 93, Newark to San Francisco. The sister's husband was also
on board the plane. Sometime after takeoff, ELSA received a cell
phone call from her sister. MACY stated that the following
conversation was relayed to his wife by ELSA. The sister stated
that terrorists were on the plane and they were all going to be
killed. She wanted to tell ELSA where her will was located. She
repeated that they were all to be killed and that the pilot had
redirected the plane. The terrorists told them that the plane was
going to the White House.

ELSA recorded the conversation with her sister and has
custody of the tape. She has received telephone calls from the
press, specifically the USA Today newspaper, inquiring about any
information she might have. She has not made any comment.

ELSA STRONG can be reached at [REDACTED]

9/11 Personal Privacy

Investigation on 9/11/2001 at Boston, Massachusetts

File # 265D-NY-280350

Date dictated 9/13/01

by 9/11 Law Enforcement Privacy

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[PDF page 1]

BEGPRODNO : M-INT-00008865
BEGBATES : 265A-NY-280350-302-535
DATE : 09/11/2001
FBIDESC : DEENA LYNNE BURNETT
INPUTBATCH : NCTA_004 (1st Batch of unredacted 302's delivered in August)
FULLTEXT : 09/11/01

DEENA LYNNE BURNETT, date of birth [REDACTED] was contacted at her residence [REDACTED]. After having been advised of the identity of the interviewing agents and nature of the interview she provided the following information:

Starting at approximately 6:30 a.m. PST BURNETT received a series of three to five cellular phone calls from her husband, THOMAS EDWARD BURNETT, JR. THOMAS BURNETT was talking quietly and told his wife that the flight he was on had been hijacked. He advised her he was on United Airlines flight 93 from Newark, New Jersey to San Francisco, California. THOMAS BURNETT instructed his wife to call the authorities and advise them that the plane had been hijacked. The hijackers claimed to have a bomb. He also told his wife that a passenger had been knifed.

Approximately ten minutes later DEENA BURNETT received another call from her husband, THOMAS BURNETT. THOMAS BURNETT was speaking in a quiet voice and asked his wife if she had heard about any other planes. DEENA BURNETT advised her husband that two planes had flown into the World Trade Center. THOMAS BURNETT asked if they were commercial planes. DEENA BURNETT responded that the planes were unidentified at the time. DEENA BURNETT stated it seemed that her husband knew other flights had crashed into the World Trade Center, although this was never specifically brought up. THOMAS BURNETT mentioned during this conversation that the hijackers were talking about flying the plane into the ground, location not specified.

Approximately five minutes later she received another cell phone call from her husband. BURNETT was able to determine that her husband was using his own cellular telephone because the caller identification showed his number, 925 980-3360. Only one of the calls did not show on the caller identification as she was on the line with another call. THOMAS BURNETT advised his wife in this call that the passenger that had been knifed had died. He told her "they" were in the cockpit. She asked her husband to sit still. THOMAS BURNETT asked his wife, who previously worked in the airline industry, what was the probability of a bomb being on board the plane. DEENA did not

09/11/01 San Ramon, CA

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DEENA LYNNE BURNETT

09/11/01

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respond and THOMAS BURNETT stated he did not think they had a bomb because he did not see one; only knives. THOMAS BURNETT then told his wife "we are turning toward the World Trade Center, no we are turning away." BURNETT then told his wife "I have to

go" and hung up the phone.

During the last call to his wife BURNETT told her "a group of us are getting ready to do something" and he may not speak to her again.

DEENA BURNETT advised that her husband, other than referring to the hijackers in the plural, never provided any descriptive data regarding the hijackers. She never noted any background noise other than what one would normally expect on an airplane. DEENA BURNETT noted that her husband usually flew first class. In closing she noted that her husband was a former college football player and very intelligent. If he concluded he was going to die he would not sit there, he would take action.

THOMAS EDWARD BURNETT, date of birth May 29, 1963, was the Chief Operating Officer for Thoratec Corporation, 6035 Stoneridge Drive, Pleasanton, California 94588, 925 735-0155.

[PDF page 2]

BEGPRODNO : M-INT-00002972
BEGBATES : 265A-NY-280350-302~3124
DATE = 09/13/2001
FBIDESC : INTERVIEW - MICHAEL A. MCNEIL
INPUTBAT : NCTA_004 (1st Batch of unredacted 302's delivered in August)
FULLTEXT :

9/13/2001

Michael A. McNeil, date of birth [REDACTED]
Social Security Account Number SSAN [REDACTED]
[REDACTED] cell phone [REDACTED]
contacted the Federal Bureau of Investigation FBI Grand
Junction Resident Agency GJRA from the Walker Field Airport,
2828 Walker Field Drive, Grand Junction, Colorado 81506, 970
244-9100. After being advised of the identity of the
interviewing Agent, McNeil provided the following information:

On September 11, 2001, McNeil, a free lance television
engineer-sports, was a passenger on United Airline UAL Flight
1523, from LaGuardia, New York Airport to Denver in seat 6A, when
he overheard the flight communications from his plane, Cleveland
Center and UAL Flight 93; sometime after 9:00 a.m. He had been
listening with earphones since he departed. He had been in New
York working the U.S. Tennis Open in Flushing Meadows, New York.

While listening, he heard that New York area airspace
was closed. He heard two ten second bursts of unintelligible
yelling and altercation. Cleveland Center asked for a repeat and
identification. Cleveland Center began a roll call of aircraft
in the air space. He next heard what sounded like, "I" or "We
have a bomb." The pilot or co-pilot on UAL 93 must have had
keyed open the microphone. Cleveland Center said, "Come back."
A Continental flight crew member responded with an
interpretation, "He said he had a bomb." Cleveland Center began
to instruct planes away from the area. The crew of his flight
turned off the passenger monitoring system.

After 15 to 20 minutes, the monitoring system was
activated. There was a different Cleveland Center air traffic
control, because they were in a different sector. One of the UAL
1523 flight crew asked Cleveland Center if there was any news
regarding UAL 93. Cleveland Center responded with a negative.

His plane was diverted to Chicago, and made an unusual
approach. The flight arrived at approximately 10:00 a.m. Central
Time. The plane taxied to an empty space and sat for an hour
before the passengers could deplane. He rented a car from Hertz
and drove to Grand Junction, Colorado, to return the car.

9/13/2001 Grand Junction, CO telephonically

265D-NY-280350-DN

9/13/2001

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[PDF page 1]

BEGPRODNO
BEGBATES
DATE
FBIDESC
INPUTBATCH
FULLTEXT

: M-INT-00009983
: 265A-NY-280350-302~4080
= 09/11/2001
: INTERVIEW OF ELSA STRONG
: NCTA_004 (1st Batch of unredacted 302's delivered in August)
: FD-302 (Rev. 10-6-95)

9/11 Personal Privacy

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/12/2001

On September 11, 2001, ELSA STRONG [redacted] telephone [redacted] was advised of the identity of the interviewing Agent and purpose of the interview. Ms. STRONG supplied the following information:

STRONG advised that her sister, LINDA GRONLUND, 38 Indian Trail North, Greenwood Lake, New York, 10925, telephone 845/477-2646, had been aboard UNITED AIRLINES Flight 93 which crashed earlier this day outside of Pittsburgh, Pennsylvania.

She advised that she was aware of the fact that her sister was flying from Newark, New Jersey to San Francisco, California on UNITED AIRLINES Flight 93 this morning. Earlier this morning, she had telephonically spoken to her sister who was about to leave on Flight 93. Her sister advised her of her travel itinerary to include her return to Newark on September 19, 2001 on UNITED AIRLINES Flight 92. GRONLUND also advised STRONG that she had her cell phone with her but it had a low charge and that she could be reached through her boyfriend's cell phone, 973/903-9179. GRONLUND'S boyfriend, JOSEPH DeLUCCA was accompanying her on this flight.

STRONG advised that she had been away from her home during the earlier part of the morning and had returned at approximately 10:30 to 10:45 a.m. At this time, she checked her telephone answering machine. The first message was from her mother asking if she had heard anything about the events in New York. The second message was from her sister aboard UNITED Flight 93.

The message from her sister, LINDA GRONLUND, which was time stamped at 9:51 a.m., was short, less than one minute. On the message, GRONLUND advised that the aircraft she was on was being hijacked by terrorists and that they had a bomb. The terrorists also stated that they had already taken down the WORLD TRADE CENTER. She further expressed the feeling that they were about to die. The rest of the message was of a personal nature, relating how much she loves them and where they could find her personal papers in a safe at her home and the combination. She then quickly ended the call.

Investigation on 09/11/2001 at Amherst, New Hampshire

File # 265D NY 280350 Date dictated 09/12/2001
by 9/11 Law Enforcement Privacy [redacted]

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Continuation of FD-302 of ELSA STRONG , On 09/11/2001 , Page 2

STRONG then furnished the writer with a SONY micro-cassette which had been removed from their G.E. Pro Series Communication Center telephone answering machine. She advised that she and her husband, TOM, had listened twice to the tape, and that even though the tape was three years old and used daily, it was in good condition. The writer then checked the current time on the answering machine and noted that it was approximately three minutes fast, showing 7:50 p.m. compared to 7:47 p.m. on the writer's watch. STRONG advised that the approximately 9:51 a.m. time notification on the recording was at the end of the message.

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